

LOUISIANA STATE BOARD OF PRIVATE SECURITY EXAMINERS
 Held on Wednesday, June 28, 2017
 QUARTERLY MEETING
 Louisiana State Board of Private Security Examiners
 15703 Old Hammond Highway
 Baton Rouge, Louisiana

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1 APPEARANCES :
2 MEMBERS OF THE COMMISSION,
3 CHAIRMAN RITCHIE RIVERS
4 DURELL PELLEGRIN
5 MARIA LANDRY
6 MARK WILLIAMS
7 EDWARD ROBINSON, SR. (ARRIVED DURING PROCEEDING)
8 WILBERT SANDERS, JR.
9 MISTY R. FINCHUM
10 HECTOR ECHEGOYEN
11
12 BRIDGETTE HULL, ADMINISTRATIVE ASSISTANT
13 FABIAN BLACHE, III, EXECUTIVE DIRECTOR
14 DALTON MCRIGHT, CPA
15 ADRIENNE AUCOIN, ATTORNEY
16
17 MULTIPLE SPEAKERS FROM AUDIENCE
18
19
20
21
22
23 REPORTED BY: KELLY S. PERRIN, CCR
24
25

1 QUARTERLY BOARD MEETING

2 P R O C E E D I N G S

3 MR. WILLIAMS:

4 Good morning, Everybody. I'm Mark
5 Williams. I'd like to call the Quarterly
6 Board Meeting to order. Can we get the roll
7 call, please?

8 MS. HULL:

9 Misty Finchum?

10 MS. FINCHUM:

11 Here.

12 MS. HULL:

13 Durell Pellegrin?

14 MR. PELLEGRIN:

15 Here.

16 MS. HULL:

17 Ritchie Rivers?

18 MR. RIVERS:

19 Here.

20 MS. HULL:

21 Mark Williams?

22 MR. WILLIAMS:

23 Here.

24 MS. HULL:

25 Marian Pierre?

1 MR. BLACHE:

2 Not present.

3 MS. HULL:

4 Edward Robinson?

5 MR. BLACHE:

6 Not present.

7 MS. HULL:

8 Wilbert Sanders?

9 MR. SANDERS:

10 Here.

11 MS. HULL:

12 Maria Lambert (sic)?

13 MS. LANDRY:

14 Landry.

15 MS. HULL:

16 Landry? Sorry.

17 MS. LANDRY:

18 Here.

19 MS. HULL:

20 Hector Echevoyen?

21 MR. ECHEGOYEN:

22 Here.

23 MR. BLACHE:

24 Okay. We're going to do the Pledge of

25 Allegiance. Everyone, stand, please.

1 (PLEDGE OF ALLEGIANCE)

2 MR. BLACHE:

3 At this time, we'd like to have a moment
4 of silence for Paul Graffeo, Officer James
5 McBride from Loomis, and all those lost and
6 injured from amongst our respective families
7 and within the security industry.

8 (MOMENT OF SILENCE)

9 MR. BLACHE:

10 Thank you.

11 MR. WILLIAMS:

12 Okay. We'll do the reading of the
13 minutes from the last, from the previous
14 meeting. Do you have any?

15 MR. BLACHE:

16 We submitted those when we received them,
17 so you have them about two weeks after the
18 last one.

19 MS. LANDRY:

20 I would like to waive the reading of the
21 minutes unless anybody has any objection to
22 it?

23 MR. WILLIAMS:

24 I second it.

25 Okay. Mr. McRight, I guess you're up

1 with the financial report.

2 MR. MCRIGHT:

3 All right. For those of you that don't
4 know, I'm Dalton McRight with the accounting
5 firm of Jeanette R. McRight, CPAs. We are the
6 kind of in-house CPAs for the Board. We work
7 for the Board.

8 And today, we wanted to bring y'all up
9 through June 26th with the financial
10 statements for this fiscal year, which will
11 end on June 30th. And after we do that, we
12 have to -- well, we -- y'all have to decide
13 whether we want to accept the amended budget,
14 which we have to do in order to be in
15 compliance with the legislative auditor's
16 guidelines.

17 And then after that, we will also present
18 the projected budget for the following year
19 end of 6/30/18. And then y'all will need to
20 either accept or amend it to reflect what
21 y'all want to put in there for the coming
22 year.

23 And right upfront, just to let you know
24 that the projected budget is a projected
25 breakeven budget. It will have to be amended

1 some time during the year for things that we
2 didn't foresee right now.

3 Okay. On y'all iPad, y'all should have a
4 balance sheet, and it should be coded BS1.
5 This is a balance sheet as of June 26th. As
6 of that date, y'all had cash on hand -- well,
7 not on hand, but cash in the bank of \$941,000.
8 This amount is what y'all have available as of
9 that date.

10 Y'all also have down about halfway down,
11 you see the current liabilities of that that
12 would be used to pay that amount would be
13 \$242,860 that y'all owed other people. This
14 money, the biggest part of this is due to the
15 State Police for fingerprints.

16 Y'all collect money. Y'all hold it until
17 they process the prints, and then y'all send
18 them a check once they bill y'all. They're
19 nice and let y'all hold their money until they
20 get around to processing fingerprints for
21 y'all. At this time, that's \$190,000.

22 There's also some accrued liability from
23 compensated absences, about \$43,000. This is
24 an amount that y'all will owe employees for
25 accrued vacations and stuff they've earned if

1 they were to take it all right now.

2 The big item is the \$587,000, this the
3 other post-employment part of the benefits.
4 This is an amount that y'all will eventually
5 owe on all the pensions for the employees who
6 retire all the way through their lifetime. Sp
7 that's \$587,000 right now.

8 That number will change -- that changes
9 each year with the audit. They calculate a
10 new number and then we change each financial,
11 but that number will change with the actual
12 audit report.

13 And right now down closer to the bottom
14 where it says total capital, \$502,000,
15 \$502,000 is for y'all in the private industry.
16 That's basically the retained earnings that
17 the Board has right now. So that indicates
18 the Board is in real good shape as far as
19 financial position and to pay bills and to
20 keep going into the future without any
21 financial problems.

22 (MR. ROBINSON ENTERS THE ROOM)

23 MR. MCRIGHT:

24 The next item we want to look at will
25 be -- it was the -- the next item we'll look

1 at will be the one that says BVA1 of 2. And
2 what this is, if you look at that on the first
3 column, it says budget, that was the
4 originally adopted budget by the Board for the
5 year ending 6/30/17.

6 The next column is the actual revenues
7 and expenditures for up through June 26th of
8 2017. The third column will be the remaining
9 amount on the budget, either you're overspent
10 or underspent the budget. And, yeah, if you
11 overspend or underspend on the budget.

12 And then the next column is the proposed
13 adjustments to the budget. And the last
14 column will be the proposed amended budget to
15 get you in line with the guidelines. The
16 legislative auditor guidelines call for us to
17 be within the amended budget at any time that
18 we're not within 5 percent of the projections
19 of what y'all are actually going to get in and
20 expend.

21 Right now, as of June 26th, y'all have
22 taken in for fees and services about \$711,000.
23 Y'all have other, well, fingerprint income,
24 fines of \$150,000 which gives you a total base
25 of \$952,600 revenue for the year through that

1 date. And we projected there could be another
2 20-something thousand coming in that hasn't
3 been posted yet. So we'll -- and that will
4 need to amend the budget to cover that. And
5 that's part of that next column over.

6 Expenditures for the period ending, the
7 total expenditures on Page 2 of 2 down here at
8 the bottom is \$939,681. So y'all have taken
9 in \$952,000. Y'all have expended \$940,000 as
10 of June 27th. And that's a gain of about
11 \$12,000.

12 The main items on this item, if you look
13 at it, out of that \$938,000 on the first page,
14 salaries, payroll taxes, employee benefits,
15 total \$709,000. So this, as usual, the cost
16 of employee salaries and benefits make up a
17 big portion of what y'all expend money on.

18 The next item down would be, y'all have
19 spent \$98,000 -- I'm sorry, I'll have to check
20 these glasses, \$58 -- no, 98, I'm right,
21 \$98,000 on contractor services. That's CPAs,
22 investigators, computer specialists, all that
23 during the year, court reporter, legal fees,
24 which wasn't anything. So that's the
25 amount -- that's what that went on to.

1 The next item is travel and education,
2 y'all expended \$9,800 roughly on that.
3 Repairs, y'all have spent about \$8,000. Other
4 operating expenses total \$54,000. The big
5 item in there right now is \$28,000 or so for
6 office supplies and expenditures there.

7 Other -- the total occupancy, the cost of
8 the building, that's the telephone, the
9 insurance, the alarm, janitorial, utilities,
10 all that, that was \$30,053. And furniture and
11 fixtures is \$9,585 y'all have spent on new
12 equipment and stuff during the year.

13 That's kind of a quick summary of where
14 we stand on that. And the amended budget
15 would be needed for y'all to vote on that. We
16 can either do that now or at the end of it.
17 Or if y'all have any questions, I'd be happy
18 to answer anything I can on this right here
19 before we move into the next item.

20 The next item will be the budget and the
21 proposed budget and the amended budget. These
22 are basically the same thing. You start off
23 with a little recap what we have on the other
24 sheet. It's \$691,000 of revenues for fees,
25 that was through the original budget y'all

1 had. We are proposing that y'all amend that
2 budget to show \$732,000, which is going to
3 approximate what we're projected to get in
4 actually right now. And then we're projecting
5 basically a standstill service and fees for
6 next year of \$732,510. So that's, we're
7 starting off with what we have in revenues
8 this year and we're saying we're going to have
9 that same amount for next year.

10 The other income items, when they're
11 added in, which is mainly fines, we going to
12 have about \$175,000 worth of fines this year.
13 We went conservative and went back down to
14 \$150,000 for next year. That could go up or
15 down depending on what happens during the
16 year.

17 So the proposed amended budget will be a
18 million three for the year ending 6/30/17.
19 And the projected budget for next year would
20 be \$978,000.

21 The expenses will be -- once again, we're
22 looking at the salaries as being the big item
23 there. You're looking at \$725,000 that we're
24 going to amend this year's budget for and we
25 going to project \$765,000 for next year.

1 The rest of them are really not that far
2 out of line. It's basically a repeat each
3 year for the same type of items. And the
4 bottom line would be on the last page, Page 3
5 of 3, is that we're expecting a profit at
6 June 30th of this year of about \$40,000. And
7 with the conservative budget, we just
8 projected a breakeven for 6/30/18 until we get
9 into a little more and know what items y'all
10 want to add in or what special projects have
11 come up during the year.

12 And so we don't try to guess at all of
13 them, but we just start off with a breakeven.
14 And then our next Board meeting during the
15 following year, y'all will come in and go
16 ahead and -- when y'all approve them, we'll
17 amend the budget too to take care of all of
18 them.

19 I will be happy to answer any questions.

20 MR. ROBINSON:

21 Just one question.

22 MR. MCRIGHT:

23 Yes, sir.

24 MR. ROBINSON:

25 In changing the budget or increasing the

1 budget, do we foresee the reason we're doing
2 that is because of the new systems we're
3 putting in? Are we expecting some increase
4 because the salaries or because what?

5 MR. MCRIGHT:

6 All right. For the amended budget for
7 this year?

8 MR. ROBINSON:

9 Yeah.

10 MR. MCRIGHT:

11 The main items, you know, when we do
12 these budgets during the year, some of the
13 categories are off a little bit. And what
14 this amended does is it gets them back in
15 line. So some of it is we going back and
16 forth between accounts.

17 Where we missed it was on fines. Fines
18 went up a good bit this year. A couple of
19 other items, y'all had expenditures. If you
20 look on -- I'll show you where that number is.
21 On budget versus the actual, the one with the
22 monthly cost, at the bottom down there, you've
23 got two items. Y'all expended on flood
24 expenses, \$13,852 and offsite storage, which
25 was due to the flood of \$5,000. Total right

1 at \$20,000 of unexpected costs y'all had.

2 But luckily, y'all had income that well
3 exceeded the additional costs y'all had to put
4 out because of the flood. The flood hurt
5 y'all, but it didn't -- didn't make you have
6 to go into reserves to survive, I guess is the
7 best way to put it. And so...

8 MR. ROBINSON:

9 All right. You also said that our total
10 was 134, but you expecting 120 that has not
11 been put in? You said something about 120,000
12 that --

13 MR. WILLIAMS:

14 Twenty --

15 MR. ROBINSON:

16 Huh?

17 MR. WILLIAMS:

18 Expected 25.

19 MR. ROBINSON:

20 To be added to that. Okay. That's
21 because it's here, but it hasn't been
22 transferred over the way you stated it?

23 MR. MCRIGHT:

24 All right. I -- I'm missing it right
25 now.

1 MS. VALERY:

2 Deposits.

3 MR. MCRIGHT:

4 Oh, we got some deposits to go in. Okay.
5 That's what you're saying, but that was only,
6 what, about \$30,000 that hasn't been put in
7 yet for the current year.

8 MR. WILLIAMS:

9 Okay. How did you come to the actual --
10 I'm seeing something here where it said the
11 original budget was for \$150,000 in fines.
12 And you said the proposed amended budget was
13 \$175,000 in fines.

14 MR. MCRIGHT:

15 That's based upon what we've actually
16 collected --

17 MR. WILLIAMS:

18 Okay.

19 MR. MCRIGHT:

20 -- in this year. So we've actually
21 collected right at \$25,000 more than we had
22 budgeted to collect. So we're amending the
23 budget to show that increase so that we won't
24 be out by the five percent.

25 MR. WILLIAMS:

1 Okay. And you said salaries did go up
2 too?

3 MR. MCRIGHT:

4 Salaries?

5 MR. WILLIAMS:

6 The salaries, did salaries go up this
7 year?

8 MR. MCRIGHT:

9 We're projecting them to go up in '18.

10 MR. WILLIAMS:

11 Okay.

12 MR. MCRIGHT:

13 And this year, we had to -- the budget
14 was off a little bit on that for -- let's see,
15 the actual on salaries, we had budgeted
16 \$485,000 -- no. Okay. Yeah, we're right on
17 budget for this year and we projected the same
18 thing for next year. So salaries, we said,
19 well, we budgeted \$485,000, we've expended
20 \$477,000 already, and we have one more
21 payroll, which is going to be about \$7,000.
22 So it's going to be right at the \$485,000 for
23 salaries for the current year.

24 Next year, we're starting off with
25 basically in the same projections, which we

1 know is probably going to go up some. I think
2 there's a budgeted increase in pay coming up
3 for next year.

4 MR. WILLIAMS:

5 Yeah, because it somewhat looked like it
6 said 485, the original budget; then it said
7 proposed amended budget, 485. But then it
8 said, looked like, projected start next year
9 at \$520,000. So it's actually up, I think,
10 about 35,000 from what it looks like on these
11 numbers here.

12 MR. MCRIGHT:

13 You're right. I read the wrong column
14 here. You're over here on where the
15 projection is?

16 MR. WILLIAMS:

17 Yes, sir.

18 MR. MCRIGHT:

19 Yeah, and we had budgeted at \$520,000.
20 That's our 6/30/18 budget for salaries.
21 That's just based upon normal raises for the
22 employees and stuff. And then that would
23 increase benefits and everything.

24 So the whole salary section there, the
25 salary and benefits is going to go from

1 \$724,000 to \$765,000 next year. I'm sorry. I
2 got off on the wrong column on you there.

3 MR. WILLIAMS:

4 That's all right.

5 MR. MCRIGHT:

6 I confused you good, huh?

7 MR. ROBINSON:

8 Just a question on the next year and
9 balance this year, I know the ED has
10 implemented a lot of new programs. Are we
11 accounting that some expense is going to be
12 there? Because in order for him to put those
13 programs in, then we need it budgeted for the
14 new programs.

15 MR. BLACHE:

16 They're in.

17 MR. ROBINSON:

18 Is that included?

19 MR. BLACHE:

20 They're in.

21 MR. MCRIGHT:

22 Yeah. Well, we think there's going to be
23 some more savings, especially in the office
24 supplies areas and stuff like that. We didn't
25 try to project that yet. We wanted to wait up

1 until we get into the year, and then we can
2 see how the programs are working and where
3 they're saving money at.

4 We expect expenditures to go down over
5 this projected 2018 budget. Like I said, the
6 budget for 2018, we just made it a breakeven
7 budget that we know the -- if we spent what we
8 spent last year, we would need this much
9 money. And that's basically how we come up
10 with a breakeven budget and just budget it to
11 different categories.

12 MR. WILLIAMS:

13 What exactly, just curious, is special
14 wages?

15 MR. MCRIGHT:

16 Y'all had some, I would assume that's in
17 the flood. Y'all had to pay extra people or
18 y'all had some temporary employees and stuff
19 that came in. And, basically, that means
20 they're not subject to the retirement and
21 stuff. And so we break it out just as special
22 wages.

23 MR. BLACHE:

24 And that's student workers also,
25 Mr. McRight? Would that include the student

1 workers as well?

2 MR. MCRIGHT:

3 I'm sorry?

4 MR. BLACHE:

5 Does that include student worker wages as
6 well?

7 MR. MCRIGHT:

8 No, they're on the regular wages.

9 MR. BLACHE:

10 Okay.

11 MR. MCRIGHT:

12 This was just kind of keeping track.

13 MR. BLACHE:

14 And is that where overtime is tracked as
15 well or not?

16 MR. MCRIGHT:

17 No. No. All that goes -- this is just
18 these monies that y'all had paid not to
19 regular employees for some type of -- you
20 know, if y'all hired people, temporary workers
21 or whatever to come in after the flood, then
22 that was where that monies would have gone
23 into.

24 MR. BLACHE:

25 Okay.

1 MR. ECHEGOYEN:

2 I have a question. How much of the money
3 that is coming back from the insurance that
4 was affected to us that we had to pay for the
5 flood and stuff, how much of that is covered
6 by the insurance or are we going to get any
7 reimbursement from that from insurance
8 companies?

9 MR. BLACHE:

10 There's -- so my understanding with the
11 way this works with FEMA and the whole bit
12 was, what they did, was the Office of Risk
13 Management, we contacted them. We set up a
14 claim. The claim was on the building and the
15 contents.

16 Then they apply that claim to two
17 different adjustors, one that handles
18 contents, one that handles the building. They
19 then sent out a company, which they have a
20 national contract with, the State has a
21 contract, Intrastate.

22 Intrastate came in, they did the rip out
23 and the put back. That's all covered by the
24 claim through Risk Management and whether they
25 -- Risk Management, the State gets that money

1 back because the State is self-insured. So if
2 the State spends the money on the front side
3 to pay for it, if there's a recoupment of
4 those funds, it goes back to the State. It
5 doesn't come to us because we didn't write any
6 checks for the rip out of the building or the
7 put back of the building.

8 We thought we were going to have to do
9 that. But because of the way we executed the
10 claims process, we didn't have to incur that.

11 Now, there is one thing that is
12 outstanding but has nothing to do with you
13 folks, and that's related to the office
14 furniture. So on that side of it on the
15 contents, that claim is still the only other
16 portion of the claim that's open.

17 We have not written checks for that. So
18 all of the office fixtures and furniture you
19 see here was put in by a State contractor, and
20 they're waiting for FEMA to release the funds
21 to reimburse them for that, which was about
22 \$33,000.

23 MR. ECHEGOYEN:

24 So we --

25 MR. BLACHE:

1 After that is done, there's basically
2 nothing else going on in terms of any monies
3 going back and forth between the State board
4 and any other external entity.

5 MR. WILLIAMS:

6 I'm sorry. I'm still -- I'm usually the
7 guy that doesn't say anything up here. So
8 today, it's kind of weird I'm saying things.
9 But I'm still trying to understand \$24,500 for
10 special wages.

11 MR. BLACHE:

12 Yeah, I -- I'd like to get a breakdown of
13 that.

14 MR. WILLIAMS:

15 Yeah, I think we're going to need a
16 breakdown of that because that's -- that's --

17 MR. ROBINSON:

18 Yeah. Where's it going?

19 MR. WILLIAMS:

20 I mean I got guards that don't make that
21 in a year.

22 MR. BLACHE:

23 No, I understand. I know that we had
24 some people that came here and helped us rip
25 out carpet. We had a couple of folks that did

1 some things, but it wouldn't account for that,
2 that kind of expenditures. So I'm not exactly
3 sure what that breaks down to.

4 MR. MCRIGHT:

5 We should be able to provide it though.

6 MR. ROBINSON:

7 I mean, where did you get it? You had
8 it.

9 MR. MCRIGHT:

10 I'm sorry?

11 MR. ROBINSON:

12 You got it from somewhere.

13 MR. MCRIGHT:

14 Yes, from your daily general ledger that
15 Sharon runs when she inputs her information.
16 When she runs payroll, it automatically
17 updates this. And that's what I use to get
18 the actual numbers as of June 26th. So
19 there's a detail in the accounting system that
20 explains every penny that went in there and
21 who it was paid to.

22 You can get them a copy of that, Sharon?

23 MS. VALERY:

24 Uh-huh, sure.

25 MR. MCRIGHT:

1 Okay.

2 MR. BLACHE:

3 Is it -- how hard is it for you to pull
4 that?

5 MS. VALERY:

6 I have to go -- I'll have to find it in
7 the general ledger.

8 MR. BLACHE:

9 Okay. I just wanted to get an idea of
10 when you could furnish that to them.

11 MS. VALERY:

12 I could make it up this afternoon and get
13 it.

14 MR. BLACHE:

15 Okay. Good deal. Thanks.

16 MR. MCRIGHT:

17 We could pull it before I leave today.

18 MS. VALERY:

19 Okay.

20 MR. BLACHE:

21 Good question, Mark. Good question.

22 MR. WILLIAMS:

23 Well, with that, looking at all of that
24 and everything like that -- you know
25 something? I'm sorry. Were you still

1 talking, sir, about the finances?

2 MR. MCRIGHT:

3 I'm sorry?

4 MR. WILLIAMS:

5 Were you still talking about it?

6 Because --

7 MR. MCRIGHT:

8 No, sir.

9 MR. WILLIAMS:

10 -- I'm just sitting here thinking, and
11 being that we need to get a breakdown of it, I
12 think that I'd like to make a motion that we
13 not vote on the budget right now and we kind
14 of shelf it until we get a better breakdown of
15 what it is that is on this paper. We need to
16 make up, I don't know, put together a finance
17 committee of some sort and we sit down and we
18 talk about this, because I think that I'm
19 seeing numbers here, but I'm not exactly
20 understanding what I'm looking at. So I think
21 that we need to get a committee together and
22 just not vote on it at this meeting anyway.

23 MR. MCRIGHT:

24 Okay. The only problem we have with that
25 is that when the auditors come in, they will

1 be looking at -- one of the requirements is
2 that y'all amend the budget --

3 MR. WILLIAMS:

4 Okay.

5 MR. MCRIGHT:

6 -- and it has to be done within 5
7 percent. If we don't get within 5 percent,
8 then we'll have a writeup in the audit.

9 My suggestion would be to approve
10 everything but that, you know, or subject to
11 your satisfaction on that line item.

12 MR. WILLIAMS:

13 What's the deadline on it?

14 MR. MCRIGHT:

15 June 30th.

16 MR. BLACHE:

17 And then the audit begins right after the
18 4th of July.

19 MS. FINCHUM:

20 I have a question about the flood
21 expenses.

22 MR. BLACHE:

23 Yes?

24 MS. FINCHUM:

25 What you're stating, it sounds like, that

1 nothing has been written out, but it shows
2 there's, like, \$13,000 in expenses. What's
3 that for?

4 MR. BLACHE:

5 Those -- I think Mr. McRight was talking
6 about expenses we didn't expect to incur, like
7 offsite storage for --

8 MS. FINCHUM:

9 That's separate from the number I'm
10 talking about.

11 MR. BLACHE:

12 It's --

13 MS. FINCHUM:

14 Yeah.

15 MR. BLACHE:

16 What page is that?

17 MS. FINCHUM:

18 That offsite storage is like \$5,000, but
19 it says storm and flood expenses of \$13,852.

20 MR. BLACHE:

21 Let me see.

22 MS. FINCHUM:

23 What's that for?

24 MR. BLACHE:

25 We had to replace all the computers and

1 other associated equipment.

2 MS. FINCHUM:

3 That wouldn't be part of your contents?

4 MR. BLACHE:

5 No, we did that upfront. That would be
6 something that they'll resolve on the contents
7 side. We've submitted the receipts for that.

8 MS. FINCHUM:

9 So that will come back.

10 MR. BLACHE:

11 Yeah. We received --

12 MS. FINCHUM:

13 The reason I'm asking is --

14 MR. BLACHE:

15 Yeah.

16 MS. FINCHUM:

17 -- it's proposed that we leave that in
18 there for next year. So if that's not even
19 something that --

20 MR. BLACHE:

21 Not as -- flood expense is proposed to be
22 left in?

23 MS. FINCHUM:

24 I think so.

25 MR. BLACHE:

1 Let me look. What page is that?

2 MR. ROBINSON:

3 Page 2.

4 MR. BLACHE:

5 BVA2? Let me see.

6 MS. FINCHUM:

7 Oh, it's taken out for next year. Sorry.

8 MR. BLACHE:

9 Yeah, I thought it would be. It is taken
10 out. Okay.

11 MS. FINCHUM:

12 I was just curious --

13 MR. BLACHE:

14 No, that's --

15 MS. FINCHUM:

16 -- after you said everything had been
17 taken care of.

18 MR. BLACHE:

19 Right. Right. Yeah.

20 MS. FINCHUM:

21 And then there was this huge expense,
22 what that was for.

23 MR. BLACHE:

24 Yeah, the entire flood cost almost,
25 almost half a million dollars. So --

1 MR. MCRIGHT:

2 The --

3 MR. BLACHE:

4 -- it was pretty pricey.

5 MR. MCRIGHT:

6 The pages, the BVA1 of 2, those deal only
7 with the year ending 6/30/17. The other
8 reports are the ones that will project into
9 '18. And none of those items will be on that
10 report in the year '18.

11 MR. RIVERS:

12 I've got a question about staff travel,
13 mileage in state. Don't we own a van?

14 MR. BLACHE:

15 We do.

16 MR. RIVERS:

17 So do we pay mileage? Do we not use the
18 van or what are we doing there?

19 MR. BLACHE:

20 Yeah, we do have the van. When I'm
21 traveling, typically, I don't use the van. I
22 use my vehicle. The only reason why I've been
23 doing that is because I actually have a sun
24 allergy, and so I have special tint that's on
25 my car that keeps me from turning into a prune

1 before I get where I'm going.

2 Other than that, we just actually had the
3 van -- since the flood, because the van was in
4 the garage and actually got water up to the
5 floorboards, we've had the van actually
6 completely serviced. And you will see it.

7 In fact, we parked it out there so you
8 could see it to see if it's ready to go. And
9 that will be that part where I talk about the
10 uniforms and our outreach in terms of doing
11 inspections and such.

12 And we plan to put the van in service
13 multiple times a week is what we're going to
14 do with more than one person at a time so that
15 when people know we're out there, they'll know
16 who we are and they can readily identify us
17 because the van is marked, et cetera.

18 But most of what I've been doing with my
19 first year is meeting with owners and the QAs
20 and things of that nature. So, you know,
21 whatever mileage that I incur that I can
22 remember, I'll usually, you know, expense that
23 out.

24 MR. PELLEGRIN:

25 Can we go to BVA1-2? I just need some

1 clarification. When you look at the top line
2 item budget, YE6/30/17, that's what you guys
3 are proposing to spend?

4 MR. MCRIGHT:

5 The first column?

6 MR. PELLEGRIN:

7 Yes.

8 MR. MCRIGHT:

9 Yes. That was the original budget y'all
10 had approved last year.

11 MR. PELLEGRIN:

12 And then the second column, actual,
13 that's what we actually spent so far?

14 MR. MCRIGHT:

15 Yeah, that's the amount --

16 MR. BLACHE:

17 Which number, Durell?

18 MR. MCRIGHT:

19 -- we've run through the general ledger
20 as of 6/26.

21 MR. PELLEGRIN:

22 Page 1-2.

23 MR. BLACHE:

24 Yeah. Which --

25 MR. PELLEGRIN:

1 I'm just looking at the top line items.

2 MR. BLACHE:

3 Okay. Yeah.

4 MR. PELLEGRIN:

5 I'm sorry. I was answering Fabian's
6 question.

7 MR. BLACHE:

8 Yeah, I'm just trying to follow where you
9 are.

10 MR. PELLEGRIN:

11 The second column, actual period of
12 7/1/16 to 6/26/17.

13 MR. BLACHE:

14 Right. So the first group of numbers,
15 this is revenues here.

16 MR. PELLEGRIN:

17 Right.

18 MR. BLACHE:

19 Okay. And then it carries over to the
20 other side.

21 MR. PELLEGRIN:

22 So the second column would be --

23 MR. BLACHE:

24 Okay.

25 MR. PELLEGRIN:

1 -- what we actually spent?

2 MR. MCRIGHT:

3 Exactly right as of --

4 MR. PELLEGRIN:

5 The third column is remaining. So when
6 you look at the special wages, 6005, we
7 budgeted 24,500 and spent nothing. So I think
8 Sharon is chasing --

9 MR. MCRIGHT:

10 Oh, you're right. I think she's running
11 something that's not going to be there.

12 MR. PELLEGRIN:

13 I'm sure. So we budgeted last year for
14 special wages?

15 MR. MCRIGHT:

16 Well, you had it the year before. The --

17 MR. BLACHE:

18 I know exactly what it is.

19 MR. MCRIGHT:

20 -- original budget had it in there.

21 MR. BLACHE:

22 I just figured it out.

23 MR. PELLEGRIN:

24 Okay.

25 MR. BLACHE:

1 It was -- I'm using -- there's two terms
2 that I've got to differentiate in my head, and
3 it wasn't optional pay. It was rewards and
4 recognition. There was a payment that was
5 made characteristically each year in a lump
6 sum prior to my arrival called rewards and
7 recognition. And it was 10 percent of all the
8 salaries. And it was typically done after the
9 budget was voted on. I believe it was always
10 in October? Anybody know? Jane?

11 MS. JANE:

12 Yeah.

13 MR. BLACHE:

14 In October. So that number correlates
15 with the amount of that payment. We stopped
16 that. Because when I looked at the payment in
17 the first meeting in June of last year, I
18 couldn't find a justification that matched the
19 purpose of the payment.

20 There was a justification written. The
21 payment went through and was accepted and
22 processed. But in each instance, when I
23 looked at that justification, it didn't
24 correlate with what you had to do to justify
25 that payment.

1 So I contacted Civil Service after our
2 audit began in July. Because one of the very
3 first things that popped up in that audit
4 right around in August was, what's the story
5 with these rewards and recognition payments,
6 and where is the justifications for those. So
7 when I provided the justifications that had
8 been previously written, the auditor, Mr. Odom
9 kind of concurred with my thinking that, yeah,
10 that's not -- that doesn't account for rewards
11 and recognition, so you need to redo that
12 program so that you have something that fits
13 the program.

14 And if you want to use it, we'll
15 certainly consider it and you can make the
16 payment, but you have to have the right
17 justifications for it. So at that point, I
18 said no more with the rewards recognition
19 until further ...

20 MR. RIVERS:

21 So should we delete that from the budget?

22 MR. BLACHE:

23 We can delete that from the budget.

24 MR. MCRIGHT:

25 Yeah, that's one of those items that we

1 had in the prior year.

2 MR. BLACHE:

3 Good catch, Durell.

4 MR. PELLEGRIN:

5 Tell her quickly. I just wanted to make
6 sure I was looking at it right.

7 MR. BLACHE:

8 Yes.

9 MR. ROBINSON:

10 I just wanted -- we keep saying that
11 maybe we should have some people sit down and
12 go through those.

13 MR. WILLIAMS:

14 Yeah, a committee, finance committee to
15 sit down and go over it. But, I mean, we've
16 got two days.

17 MR. MCRIGHT:

18 Yeah.

19 MR. WILLIAMS:

20 We've got two days.

21 MS. LANDRY:

22 Well, if that's deleted, we can accept
23 the --

24 MR. BLACHE:

25 Yeah, that's what it was.

1 MS. LANDRY:

2 Well, I'll make the motion to accept the
3 financials.

4 MR. SANDERS:

5 I'll second.

6 MR. WILLIAMS:

7 I'm -- the only thing about that is, I'm
8 still kind of on the fence. I'm not really --

9 MR. ROBINSON:

10 Can't you do an all in favor, accept with
11 adjustments?

12 MR. WILLIAMS:

13 Yeah. Yeah, I can do that.

14 MR. ROBINSON:

15 Something like that.

16 MR. WILLIAMS:

17 All in favor of accepting it, say aye.

18 (AYES BY ALL)

19 MR. ROBINSON:

20 With the adjustments.

21 MR. WILLIAMS:

22 Yeah.

23 MR. BLACHE:

24 Right.

25 MR. MCRIGHT:

1 One thing I'd like to point out to the
2 Board is this is not the final for the year.
3 The auditors are coming in some time in July.
4 Then, we will bring back out a final report
5 for y'all's approval at that time. And then
6 we'll let y'all have a look at what the
7 auditors find and if there's any adjustments
8 made at that time.

9 So the numbers may change again, but it
10 will be from an outside source saying, okay,
11 this is what y'all should have done. And
12 then, we make those changes at that time.

13 MR. ROBINSON:

14 Okay. Everybody said aye?

15 MR. WILLIAMS:

16 Everybody said aye, so I guess the ayes
17 got it. We're good. Move on to the next one.

18 MR. ECHEGOYEN:

19 Is there any way we can prepare it next
20 time for this kind of thing so we can have
21 more time to look at this?

22 MR. BLACHE:

23 So the reason they chose this meeting
24 date at this time was because of the fact that
25 they wanted to get as much of the budget

1 reconciled for the end of the fiscal year as
2 possible. And that's, characteristically,
3 that's the reason it was done, right?

4 They set the meeting as late in June as
5 they can so they can get the budget voted on
6 and get all that stuff done because the fiscal
7 year begins July 1st. So I don't know. I'm
8 not the financial guru on that side of it.

9 But Mr. McRight, having been an auditor,
10 a contract auditor, and auditor for the
11 legislative auditor may be able to speak to
12 that much better than I can.

13 MR. MCRIGHT:

14 I hate to say this, but I was talking to
15 Sharon, and I missed the first part of it.

16 MR. BLACHE:

17 Oh, it's okay. Mr. Echegoyen asked if
18 there was a way to do this earlier. And I was
19 explaining to him that the rationale that I was
20 given for the meeting being chosen to be
21 placed so late in the month was so that we
22 could reconcile the fiscal year as close to
23 the end of the year as possible.

24 MR. MCRIGHT:

25 It would. And the reason for that is

1 that allows us to better project so within the
2 5 percent range. It's really just a -- we do
3 it late so that we don't get written up for
4 making a bad guess as far as how much we
5 thought we were going to get in and we
6 actually end up with something more, something
7 less. And in the legislative auditor's eyes,
8 it's just as bad if you've missed it under
9 by -- say you go under by 7 percent, in their
10 eyes, it's the same as if you went over by
11 7 percent.

12 They -- the State is the only people who
13 make you amend a budget to come close to
14 actuals so it looks like you've budgeted. Or
15 if we were all budgeting gurus, if we were
16 within 5 percent on every item, and it never
17 happens that way. But by coming in this late
18 in the year, we're able to make those changes
19 and we come in to really close to what the
20 actual is for the end of year.

21 MR. ECHEGOYEN:

22 That's great. And I think you guys have
23 been doing a great job. However, having said
24 that, let me just say that in order for us to
25 make a more intelligent and informed decision,

1 we need to have some kind of parameter numbers
2 for what the budget is going to look like
3 before, I will say, about 30 days or more, if
4 possible, so we can table that and see where
5 we're at.

6 And whenever we form this committee, they
7 can do an oversight on it, so that way we can
8 limit ourselves to make any mistakes or the
9 things that we're finding now, you know, which
10 are little things. But still, they count.

11 MR. BLACHE:

12 Right.

13 MR. ECHEGOYEN:

14 And I personally, and I think everybody
15 will agree with me on that, is that we want to
16 make the educated decision, especially with
17 numbers on what we're doing and how we're
18 doing it.

19 MR. MCRIGHT:

20 Well, my suggestion would be is that at
21 each of your quarterly Board meetings that we
22 ought to let y'all look at the big variances
23 on the budget. And if we know that those are
24 going to be true, let's go ahead and make a
25 budget adjustment each quarter when y'all have

1 your Board meeting. And then when we get down
2 to the end of the year, we're only talking
3 about a couple of small items, not
4 necessarily --

5 MR. ECHEGOYEN:

6 Yeah, not necessarily one whole thing.

7 MR. MCRIGHT:

8 -- big adjustments.

9 MR. BLACHE:

10 Yeah, I think that --

11 MR. MCRIGHT:

12 Instead of hitting y'all all at one time,
13 say, okay, let's go through and we're going to
14 make \$74,000 worth of adjustments; whereas, we
15 may make three or four or five or \$10,000 each
16 quarter and be the same thing at the end of
17 the year. We wouldn't have to worry about it
18 so much if we come down to the end of the
19 year. We ought to be within that 5 percent if
20 we do that on a quarterly basis.

21 MR. BLACHE:

22 We talked in the June meeting last year
23 about having a six-month budget re-forecasting
24 process and possibly even then calling a
25 special meeting just for that purpose. But

1 that would probably be negated by the idea of
2 actually tackling that at each meeting. I
3 think if you're doing it three times before
4 the final one, that should suffice.

5 But in essence, that's what I was talking
6 about in that meeting, but you weren't there
7 for that one. And, of course, we weren't
8 going to have it because the flood happened.

9 MR. ECHEGOYEN:

10 I was thinking of the easiest solution to
11 that would be just a normal worksheet, like a
12 piece of information that we get every three
13 months before the meeting so we can have that
14 worksheet and look at what's going on. And if
15 the meeting at the time raises questions on
16 what it is that is in the paper that doesn't
17 add up to us, we can discuss it.

18 And now then again, you know, right now,
19 we got two days to the deadline. And I don't
20 want to be giving the impression to the
21 general public that we're pushed into doing
22 this without doing due diligence. That's just
23 my suggestion.

24 MR. MCRIGHT:

25 Now the 2018 budget, y'all could approve

1 it as presented today. And then your next
2 Board meeting, we could come back with a more
3 detailed one for y'all's approval and then in
4 effect amend it going into the new year at the
5 first quarter. If we -- when we really get
6 down and start looking at what the plans for
7 the Board is for the following year and what
8 items we think is going to get included in
9 this item. And if we know -- by then, we may
10 know some of the insurance charges, whether
11 they're going up or not and how much they're
12 going up.

13 So we can -- if we amend the budget as we
14 go along, I think that will help y'all at the
15 end of the year.

16 MR. WILLIAMS:

17 Okay. Well, we've accepted it.

18 MR. MCRIGHT:

19 I'm sorry?

20 MR. WILLIAMS:

21 We've accepted it; haven't we?

22 MR. RIVERS:

23 Yes.

24 MR. WILLIAMS:

25 Yeah, we've accepted the budget. So if

1 there's anything else, we can move on to the
2 next topic.

3 MR. MCRIGHT:

4 All right. Did y'all have an amendment
5 -- acceptance of the budget as presented?

6 MR. WILLIAMS:

7 Yes, sir.

8 MR. MCRIGHT:

9 And then the acceptance of the amended
10 budget, the projected budget, I mean, for the
11 '18 year?

12 MR. BLACHE:

13 I think the projected budget has not
14 been -- there's no motion or a vote on that
15 yet, I don't believe.

16 MR. WILLIAMS:

17 No. We just accepted --

18 MR. BLACHE:

19 The amended budget.

20 MR. WILLIAMS:

21 -- the amended budget.

22 MR. MCRIGHT:

23 Okay.

24 MR. WILLIAMS:

25 I mean, that's what we were supposed to

1 accept, the amended budget?

2 MR. BLACHE:

3 Right. But there's --

4 MR. ROBINSON:

5 So there's --

6 MR. BLACHE:

7 Now, there's the issue of the proposed
8 budget --

9 MR. ROBINSON:

10 -- the 2017/18 budget.

11 MR. BLACHE:

12 -- the projected '17/18 budget.

13 MR. ROBINSON:

14 All right. That's all part of what we
15 were going over.

16 MR. RIVERS:

17 Yeah. We --

18 MR. ROBINSON:

19 I move that we accept that, the 2017/18
20 budget. We have the ability to come back and
21 correct something if it's not --

22 MR. BLACHE:

23 Right.

24 MR. ROBINSON:

25 -- if we view it and we find something

1 that we want to look at?

2 MR. PELLEGRIN:

3 I second.

4 MR. WILLIAMS:

5 Definitely the special wages, we
6 definitely want to break down the special
7 wages. So I'll second.

8 MR. RIVERS:

9 We deleted that.

10 MR. WILLIAMS:

11 We deleted that? I'll second it. I'm
12 good.

13 MR. ROBINSON:

14 All right. All in favor?

15 (AYES BY ALL)

16 MR. WILLIAMS:

17 All right. Next topic? Thank you,
18 Mr. McRight.

19 MR. MCRIGHT:

20 Thank y'all very much. I appreciate it.

21 MR. WILLIAMS:

22 Okay. The Director's Report?

23 MR. BLACHE:

24 All right. So in December of last year
25 after we were now back in the offices, we cut

1 our first check to and consummated our
2 arrangement with Image Trend for what we had
3 started talking about doing back in June at
4 the first meeting of last year.

5 So we're now at about the sixth month
6 mark of working through the development of all
7 the aspects of that project. So I wanted to
8 just kind of take you through a timeline on
9 that first.

10 We got started, we pretty much got
11 started in mid-December with the first pieces
12 of the build out of this. It's a multifaceted
13 project. The first part of the project was to
14 focus very heavily on getting training and
15 applications that had a long tail on them
16 because of the flood exposure into the system.

17 Now that process, as you well know, as
18 y'all have all been doing this for a long
19 time, is a paper-driven manual process. So we
20 literally had stacks and stacks and stacks of
21 mail that had to be busted, stamped in, and
22 then somebody had to enter that stuff.

23 During the time between the flood waters
24 receding in December, we had employee
25 movement. We had three people leave the

1 agency. And then, we waited until after we
2 were really situated to bring people in. We
3 didn't want to bring people in while we were
4 still tripping over wires and working out of
5 this room side by side.

6 So then what we did was we tasked people
7 to work collaboratively on entering that
8 information. Prior to the flood, we basically
9 had one person that entered renewals. We had
10 some, you know, somebody did re-apps. And in
11 some instances, somebody was responsible for
12 both. And then we had someone who entered
13 training.

14 What we did going forward, because we
15 had, again, this tail as we focused people on
16 the project. So we put two or three people at
17 a time in some instances, sometimes four
18 people at a time entering training and trying
19 to get training in the system. Why?

20 Because to move to our new system, we've
21 got to make sure that we can migrate the data
22 over and match the data buckets to the new
23 process. So if it's Column A here and it's
24 Column C there, they have to know that to be
25 able to make that pathway, and then take that

1 data and move that data. That's an important
2 piece of it.

3 Obviously, you know, as many of the
4 people that we could get registered into the
5 system, you know, when it's sitting on the
6 desk, it's not in the system. So if a call
7 comes in, we can't necessarily answer it
8 effectively as we can if we can't pull it up
9 in the data system. So that was the first
10 part of that project.

11 The second part was getting the data
12 manager on the existing system to get the data
13 over to the developers on the Image Trend side
14 so they could begin to test that data and make
15 sure that the mapping of that data is correct
16 so that it fits in the right spaces, and also
17 to make sure that what they ask for, because
18 they don't know the other system, you know,
19 what they ask for is lining up properly.

20 We got that first data export, I think I
21 sent you folks an email about that with that
22 timeline. We got that first data export out,
23 I think it was in April. So that was not long
24 ago where they got a chance to actually start
25 playing with the actual data set and seeing

1 how it fit into the new system.

2 In the interim, we're also working with
3 our bank on establishing an appropriate
4 payment gateway that would connect the system
5 to an electronic payment component. Because
6 one of the things that we want to deliver to
7 you is the ability to pay online, because it
8 kind of obviates the point of going paperless
9 with the applications and the licenses if you
10 still have to cut and mail a check.

11 And we realize that there are going to be
12 some companies that will still have to do
13 that, and so we'll have to design workflows
14 for those companies where we'll execute
15 licensure and then have a report that lets us
16 know when we're waiting on a payment. But
17 the -- in the grand scheme of things, the most
18 efficient way to get this done is through an
19 ACH transfer through a company card use.

20 And then what that would do, in effect,
21 is if you have 32 people that are in your pew
22 in 24 hours that you've now signed up because
23 you want them to work an event or whatever the
24 case may be, you'd be able to select all those
25 folks. Say that you want to pay for their

1 guard registrations, receive an invoice in
2 realtime that you could print for your records
3 or save electronically for your records and
4 then execute that payment by choosing ACH and
5 entering a routing number and a checking
6 account number or doing the standard credit
7 card type of checkout process.

8 So with respect to that phase of this,
9 which because this is a multiphase project,
10 the bank got us established with a pay-easy
11 gateway last week. Was it last week or week
12 before last, Sharon, when you and I were on
13 the phone solving the hex keys?

14 MS. VALERY:

15 This last week.

16 MR. BLACHE:

17 So we had a issue with, you know, with
18 these payment things. We want to make sure
19 they are secure as possible. We don't want to
20 blunder into the possibility of you using a
21 company credit card on a system that does not
22 bind a secure socket layer and can be
23 compromised in any way, let alone easily. So
24 this payment gateway that we chose is pretty
25 rigorous.

1 And our Image Trend developers were
2 running into a hiccup with the way it was
3 talking to their system to make sure that it
4 would open itself up to the payment process,
5 and then close itself down at the end of that
6 process. So we worked through that with them
7 and we got that squared away.

8 And we're now at the phase where Sharon
9 and I will be meeting with our bank
10 representative and using basically a virtual
11 credit card number of sorts and executing a
12 variety of different payment tests in the
13 system in addition to testing the ACH
14 component of that as well. So that part is
15 moving forward.

16 In the meantime, with respect back to the
17 data and Image Trend, they have some followup
18 questions that they've provided to our data
19 guy for the guard tracking system. We're
20 waiting for them to get back to them on that.
21 I'm still tweaking data workflows. When we
22 first showed you just some sample vestiges of
23 the system the first time, that was basically
24 the raw Image Trend product not tweaked to our
25 environment.

1 And the next generation that you saw a
2 meeting or so ago, we got a better sample of
3 what that system looks like now that we
4 actually have our workflows in it. We've been
5 focusing primarily on the initial side first.
6 Because in the meetings that I've been having
7 on Fridays with the QAs and company owners and
8 office managers, they've come up with some
9 really great questions and some really good
10 suggestions that we didn't even consider in
11 the initial formulation of this process.

12 One of the ones that we got came from
13 somebody from Secure Tops. And it resulted in
14 a substance of change to the very first
15 workflow. So I'm going to just talk you
16 through it because you know the paper process
17 very well. What they said was, could you make
18 it so that the person has to go into the
19 system, meaning the security officer, and say
20 that they are affiliating with my company, and
21 then I would receive a notification that they
22 are doing that; and when I open it, it in
23 effect would be the Blue application with a
24 question on top that says, are you affiliating
25 this person with your company; yes or no.

1 He said because some people might just
2 choose the wrong company by mistake. There
3 are a couple of companies we have that say
4 American Guard, American Guard, and one is an
5 Inc. and one is an LLC, and they are two
6 completely different companies, for example.
7 And so I was like, that's a very, very good
8 catch, a very good point.

9 So instead of just having the Blue
10 application in the system where they can just
11 go to it and fill it out and then the company
12 would pick it up on the back end, we designed
13 a different workflow for this. And what it
14 basically entails, and I'll try to just show
15 you and I'm not going to really bore you with
16 this, but I am going to give you an idea of
17 what it kind of looks like.

18 All right. So, basically, what would
19 happen is that the security officer whose
20 looking to enter the industry, whether they
21 find us because they're following our website
22 or Facebook page or whether they've gone into
23 a company and said, you know, I want a clear
24 path in this industry, whatever the case may
25 be, they would be directed to come here and

1 either establish an account or claim their
2 existing account.

3 And when they get into this phase of the
4 system, they would be presented with a new
5 form that does not exist. And what this form
6 is designed to do is a lot of things for all
7 of us. It's called the Company Affiliation
8 and Disclosure Form and it's a free form. And
9 what that form does -- excuse that picture. I
10 was -- I seemed a little puffy that day.

11 All right. So I think I have one going
12 in here already, so I can't show it to you
13 from this side. All right. But I will be
14 able to show it to you from this side because
15 everything that this system does, it generates
16 a copy of. It creates a PDF file or it
17 creates a text file or whatever the case may
18 be. And the reason why you're seeing that
19 overlap is because I have it blown up just so
20 it would look a little bit larger for people
21 who are farther back. I just wanted to let
22 you know that it's not by some weird thing
23 going on there.

24 If you look at this form, you see what we
25 ask them here is just a couple of questions.

1 And you'll see right here where we tell them,
2 this is where we're going to capture the
3 company affiliation and responses to
4 disclosure questions. We know that 78 percent
5 of our security officers lie on their
6 application about their criminal background.
7 We found that out because we tested that three
8 times with 100 different apps.

9 And each time, it came out to be about
10 78 percent. So that means that only 22
11 percent are telling the truth. And it's a
12 problem, because technically, per rule in
13 statute, that's grounds for an immediate
14 denial of the possibility to even work in the
15 industry. And if that was applied hard and
16 fast, I don't know that we'd actually have a
17 workforce at this point. So what we're trying
18 to do is rehabilitate this process; right.

19 We want to use what we're doing
20 systematically and process wise to try to
21 cultivate a different culture in just the way
22 people handle and approach these questions.
23 And more importantly, we're asking some of the
24 questions that you're entitled to ask that you
25 never ask about drug dependency, alcohol

1 dependency, things of that nature.

2 So on this form, what happens is the
3 moment the guard logs into the system and
4 clicks apply and sees this form, he gets this
5 thing which is already prefilled with the
6 exception of it asks them, military, yes or
7 no. It asks them to pick the company. They
8 can choose not to. But if they're affiliated,
9 they pick it. And then they answer the
10 disclosure questions.

11 Okay. Now the reason why we ask
12 military, yes or no, is because one of the
13 things that we've had Board members tell me
14 about is that they want to know what programs
15 we may develop going forward maybe in
16 conjunction with the Veterans Administration
17 to possibly have some discounted or modest
18 type of things for veterans. And that's
19 something we certainly should be working on.
20 Other industries are doing it. Other
21 credentialing industries are doing it.

22 So the reason why we put the question in
23 so that if in the future we come up with a
24 discounted credential because the person is an
25 honorably discharged member of the military,

1 we can write a trigger on the back end very
2 quickly that says, if this answer is yes,
3 discount by 50 percent or whatever the case
4 may be. That's why it's there.

5 These other questions are the disclosure
6 questions. The first two are critically
7 important because we never asked in the past
8 if someone has had a professional license
9 revoked or suspended or probated. That's kind
10 of important. Because if they've been
11 licensed by another board and they want a
12 license with our board, we should know that.
13 So we ask them to disclose that.

14 At the end of that, all a person does is
15 put the date in and e-sign with their user
16 name and password, end of story. It takes
17 them no time to do this.

18 What happens on the company side of the
19 equation, and you can see this here, the
20 company receives the Blue registration
21 application. And I'll go back to this screen.
22 And as a QA, it shows up under this segment
23 and it will say, a document is pending your
24 review. So if you get three, it will say you
25 have three.

1 And when you click in, you see Blue
2 application, you see the person's license
3 number, and it says, start now. And when you
4 hit start now, what you get is the electronic
5 version of the Blue application. Okay. And
6 it's prefilled mostly with the exception of
7 the answer to the question, are you
8 registering this person. So this is -- this
9 resulted from a conversation at one of these
10 Friday afternoon meetings. And I thought it
11 was brilliant because it solves a lot of
12 problems.

13 First of all, you know, in the past when
14 we talked about this, somebody would ask,
15 well, can I get an email when that happens. I
16 mean, do we really need more email? No, we
17 don't. And so when you log into the system to
18 administer your program and your guards, to
19 have the notice appear there and not
20 cluttering your email box is a really good
21 thing. Again, it pre-fills most of the form.
22 It does allow the QA office manager, whomever
23 that person is with permission, to modify
24 certain data, but not all of the data.

25 And there's a reason for that and that's

1 for identity theft purposes because we're
2 thinking about that particularly. So they
3 can't change the date of birth or the social,
4 but they can change the person's cell phone or
5 address because the person, between the time
6 they created the account and actually did an
7 application, those things could have changed.
8 So you can sit there with that person or tell
9 that person, please update this information.
10 This system is very robust in that if I change
11 something on a form, I can tell the system,
12 does the form update my records or does the
13 form just represent the form itself.

14 So what we can do and what we've done in
15 this workflow is we've made it so that when
16 that person is sitting with that QA or office
17 manager and they do say, change my phone
18 number, you can type that number in. And when
19 you submit the form, it's going to update the
20 phone number on our side.

21 So all that stuff about sending me a
22 piece of paper that tells me that you changed
23 your address, you don't have to be bothered
24 with that. This can all be done dynamically
25 in realtime. Okay.

1 And then you basically go through this
2 form and you look at honorable discharge, yes
3 or no. We look at the disclosure questions
4 again. Now the reason why we do that is
5 because we've found out that people have
6 different impetuses for lying. They'll lie to
7 you, but they won't lie to us and vice versa,
8 because you cut their check, and we don't.

9 And we give them the credential, you
10 don't, you know, in this scenario. You'll
11 notice the language is a little different. It
12 doesn't say, have you. It says, has
13 registrant. This is allowing you the
14 opportunity to ask them these questions.
15 Because if they've lied on two occasions,
16 let's say they say, no, I've never been
17 charged with a crime or been convicted, and
18 then you ask them when you do the Blue app and
19 they say no, and then the criminal background
20 comes back, if we have to bring them before
21 you because they're appealing our denial, not
22 only do we have their answer that they've
23 e-signed, but now we've got your office
24 personnel's input of the information that they
25 provided at that time and the criminal record.

1 And that kind of simplifies that process.

2 MR. RIVERS:

3 I was looking at some of the questions
4 there. As far as, like, the mental questions,
5 have we gotten -- are we okay legally --

6 MR. BLACHE:

7 Absolutely.

8 MR. RIVERS:

9 -- on those questions?

10 MR. BLACHE:

11 Yes. Absolutely. That's all been vetted
12 through Legal.

13 MR. RIVERS:

14 Okay.

15 MR. BLACHE:

16 We also have input a section here to make
17 it easy to provide the other information that
18 goes with the application, uploading a copy of
19 a driver's license, uploading a copy of the
20 social security care, uploading a copy of a
21 DD214, et cetera. That's all there. As that
22 stuff gets uploaded, it goes into special
23 categories in the record where you or I, Staff
24 can find at any given time.

25 So if we're missing something, we can put

1 it in, it will go where it needs to go. If
2 somebody is investigating or doing compliance
3 review and they're checking, they can know
4 exactly where to find it. It's not running
5 around to five different rooms, 40 different
6 file cabinets looking for a single piece of
7 paper.

8 And then that gets e-signed by, in this
9 case, the QA of that company. And that then
10 pushes that application into its next phase
11 with us. So this is just a great
12 representation here of what that looks like on
13 our State Board, our side of the dashboard.
14 What you're looking at somebody has got an
15 application here, and this is all pending.

16 We've got somebody else who has an
17 application, and I'll just hover to show you
18 real quick. I'll use my right hand, and I can
19 actually do that. This mouse is fast.

20 All right. The ones with the green with
21 the arrows, those are complete. These are in
22 process, et cetera. So I can then glance,
23 look at the things that I know that I can move
24 forward very quickly without having to
25 necessarily look at the documents themselves.

1 Because we're building triggers in the system
2 that says, if this happens and if somebody
3 pushes something a certain direction, we'll
4 know what it is.

5 So let's look at this record, for
6 example, and look at the processes here.
7 You'll see that, just for demo purposes, I
8 completed the background, preliminary
9 background check on this. I did the payment
10 on this. That was actually listed as payment
11 taken by phone for whatever reason, right;
12 fingerprints, received.

13 Okay. Bridgette handled that because
14 they came in through the front door, she
15 stamped them in, and they go to Kim from
16 there. The training, in process. Okay. So I
17 can look at one screen and basically get a
18 complete snapshot of what's going on with
19 that. So if there's ever a question, we can
20 answer those questions very quickly.

21 Go back to this screen here. So in this
22 case, you see this one is completely done and
23 it shows here, armed .38 caliber. And then if
24 I click on this, you'll see at the top, that
25 also shows me the expiration dates. And

1 you'll notice that I'm using -- and we're
2 migrating this piece by piece, the new
3 bi-mobile licensure cycle that I've talked to
4 you about.

5 Because one of the things that is really
6 awful is having to chase 260 expiration dates
7 across 13,000 guards, 240 companies, and 165
8 instructors. So we want to make it easy for
9 you and easy for us. So going to the
10 bi-mobile licensure cycle, we achieve that
11 goal because every guard in your organization
12 over a period of time, half of them will
13 basically expire every year on March 31st.

14 And so you'll know when that whole
15 process needs to ramp up. It gives you a
16 breather and it gives us a breather. It gets
17 fast and furious for a while between
18 October 1st when we open up renewals. And
19 that's another big change. On this side of
20 the equation, when you look at my application
21 page right here, okay, you're going to notice
22 that what you don't see when this page
23 refreshes is you don't see the security
24 officer affiliation and disclosure form. The
25 reason why is because it's already been done.

1 So it doesn't appear again to diminish
2 confusion.

3 What I can also do like that auto
4 magically is on October 1st, when that person
5 is set to renew in March, they will see the
6 renewal application. It will now be there.
7 It won't be there until October 1st.

8 So this way, they don't mistakenly try to
9 renew a year in advance, right, because it
10 could very well be that it could flow through
11 the process and get done, and they've actually
12 shortchanged themselves a whole year of
13 credentials. So what we're doing is designing
14 fail safes in the system so that when we
15 finally put this paper away, we've got some
16 automation that really works for everybody on
17 our side and your side.

18 And that starts taking away a lot of
19 pitfalls that people incur now. Because if
20 you've got from October 1st until March 31st
21 to renew your March 31st credential, that's a
22 win/win. Because, technically, as long as
23 you've got whatever it is that you've done,
24 say, October 2nd, for example, you could
25 submit that renewal application. And if it's

1 paid for and passes all the checks, it will be
2 issued, but it will be issued for March 31st
3 out two years. And you'll have it in October.

4 That's going to help you folks because
5 it's really important that your security
6 officers, if they're ever challenged
7 particularly by law enforcement or federal
8 people, that they have what they need at all
9 times. That protects you. That makes them
10 compliant.

11 And, again, and Misty can speak to this
12 for sure, they're covered by your policy if
13 they're credentialed. You know, the very
14 first denial you'll ever get is going to be
15 when they say, is this person supposed to be
16 certified and/or licensed. And the answer is
17 yes. And were they? No. Well, sorry, you
18 know.

19 Your policy will cover all the ones that
20 are, but not this one. So we're trying to
21 build in a way to make it easy for you to stay
22 in compliance with that.

23 Some other aspects of this system, one of
24 the questions we get a lot is about training.
25 That's a trickier thing to implement, but it's

1 coming along really well. So in this case,
2 this is a test account. And you'll notice at
3 the bottom here -- I'm sorry. Let me go into
4 it. My apologies.

5 At the bottom of the screen, we can see
6 the trainings that this person has had. More
7 importantly, when they're logged into their
8 side of this, they can actually generate a
9 training transcript for you. They can
10 literally click a PDF symbol. And it will
11 spit out, in essence, a transcript of their
12 training. Not that you will necessarily need
13 them to do that, but it's there in case you
14 want it for whatever reason.

15 You know, just because I'm somebody whose
16 gone away from paper a few times and like
17 being electronic doesn't mean we're not going
18 to have many, many folks who still want to
19 create paper versions and keep paper files
20 until they get comfortable with how well a
21 system like this works. So we're making sure
22 that's redundancy there for you as well on
23 that.

24 The other thing you'll notice here is the
25 alerts. So if we go to the public side of

1 this, and I did this on purpose to show you
2 something, we're going to pull up that record
3 from a public lookup. And when I say public
4 lookup, I mean two things; one is, you could
5 walk up to your computer in the morning, not
6 even log into system, and if you have
7 something you want to research about a company
8 or trainer or a person, you can do it right
9 from here. Anybody in the world will be able
10 to do this.

11 And it helps out a lot when people are
12 going to other places or other, you know,
13 boards or members and they're looking to
14 verify licensure. They can just come right
15 here and look at it. They don't have to call
16 in or do a special log-in account and all that
17 stuff.

18 So in this case, we're going to pull up
19 this record. And you'll see that this one
20 shows that it's licensed. And here's the
21 license number and there's the expiration
22 date. And I'm going to add some more
23 information to what appears on that search
24 later on. But in here, just for fun, I put
25 these alerts on.

1 The reason why I did that is because I
2 want you to see that from our side of the
3 equation, we'll be able to look at this file
4 and know important things about what's going
5 on with it at first glance without necessarily
6 having to drill into some of these menus.
7 Because we can put these alerts on here to
8 ourselves.

9 And so if you pull it up and you get a
10 piece of mail, for example, it might be
11 something that, you know, is going to come
12 through the front. I can put a note on that
13 file that says, when you receive these
14 fingerprints, bring them to me. For example,
15 it could be a company application and they're
16 trying, you know, to get it done quickly or
17 whatever the case may be. Whatever it is,
18 that's internal. It's not showing up on this
19 side of the equation, because it has nothing
20 to do with what the public needs to know about
21 that record. That's a really important
22 feature.

23 And then I'll go to another one. Let's
24 try this one. Now you -- that's -- that one
25 has got training credentials, so that's not

1 public. So let's look at this one. All
2 right. Here's one that has a problem. This
3 one is a denial, I presume. So we'll go to
4 the public side of this and we'll put in that
5 name.

6 And I picked this person for this part of
7 the demo because this person would never be
8 denied anything in their life. It was great.
9 And I had to tease her, and I said, okay,
10 Lindsey, we got you in trouble here.

11 So in this case, you'll notice it says
12 there's an alert and that this person has been
13 denied and that for cause, and do not process
14 the registration. That saves you a tremendous
15 amount of time because there are lots of
16 people that flow in and out of doors and to
17 the next door and the next door, many of you
18 have hired the same people, right. And that
19 would have been a lifesaver for you not to
20 have to go through that process.

21 AUDIENCE MEMBER:

22 With the expense either.

23 MR. BLACHE:

24 With the expense and the whole nine
25 yards. It's just a real -- it's a drain. So

1 this is another way we're going to use the
2 technology to actually help impact your bottom
3 line because you won't be wasting time with
4 people and investing in training that they may
5 skip out on that you didn't need to incur in
6 the first place. One of the things I think is
7 really important, and a lot of folks have been
8 to the Friday sessions, Durell has even come
9 to one on the training side is to understand
10 that when I'm looking at what we're doing with
11 these workflows, it's not just about making
12 this job easy for us and making things better
13 for you, it also is about the long haul.

14 The long haul is that this industry in
15 Louisiana has gotten to a critical mass phase
16 where the average bid price is completely out
17 of specification. It's not where it should
18 be. And the reason why it's not where it
19 should be is because of a lack of compliance.
20 And the national compliance rate, you've heard
21 me say, is about 40 percent. And we're just
22 at about now about 42, 43 percent.

23 That means there's, in essence,
24 60 percent more people working out there for
25 which we should receive a registration and we

1 have not and for whom -- on whom we should
2 have run prints and we haven't because we
3 don't know they're out there. Because as you
4 know, you put them to work before we ever get
5 them, right.

6 So everything that we're doing here, one
7 of the things that we ask kind of like on when
8 a Chess player says, I'm going to move this
9 piece and my attack here, here, or there is to
10 say, is there an opportunity for us to do
11 something with this part of the process or
12 workflow that also helps you not waste your
13 time and money doing something that could be
14 avoided through automation. Because, no, it's
15 not possible for ten of us to actually catch
16 everything on 13,000 people.

17 And we know that because it's never
18 successfully been accomplished, but the system
19 certainly can do that. So that's one of the
20 important pieces of what we're doing in this
21 process as we're looking at that stuff.

22 I mentioned to you that it appends
23 everything that we do. That gives me a
24 100 percent audit trail. That is a big deal.
25 Because if the Feds come in and audit

1 fingerprints or the Legislative Auditor wants
2 to do a process audit or whatever the case may
3 be, we can go to one screen and give them
4 everything that they're looking for in one
5 sweep with no problem. And that's really
6 important.

7 So in addition to that, documents and
8 correspondence, if we want to create
9 correspondence, we can do it. Anything that
10 we generate automatically goes here. Any
11 documents that get uploaded, whether it's by
12 the security officer or somebody who is
13 assisting that officer, whatever the case may
14 be, all of that stuff goes there as well.

15 So on that particular workflow, that was
16 a huge change from what we were originally
17 doing. What we decided to do at first was, we
18 said, to make this easier for the industry and
19 the public at large that flow into the
20 workflow, let's just mimic the exact process.
21 Let's call everything the same. That's why
22 it's called the Blue app. It's not blue, but
23 you know what that means. Let's just make it
24 easy.

25 Because a lot of times when people

1 implement systems, what they do is they go for
2 the most streamlined, perfect thing that they
3 can come up with, they change all the
4 nomenclature, they put it out there. And then
5 you're sitting there and you're looking at it,
6 even though you've been to a training and even
7 though you've watched the webinar, and even
8 though you looked at the video on the Facebook
9 page and you still don't have a clue what is
10 exactly going on here.

11 So what we're deliberating doing, despite
12 the fact that we don't like the workflow that
13 we have per se, we're designing this system to
14 almost mimic that workflow. And we're using
15 the same terminology. So the only new thing
16 is this security officer affiliation and
17 disclosure form, but that's for them. You
18 don't even see that necessarily.

19 What you see is I have a new Blue app I
20 need to review, I have 12 new Blue apps I need
21 to review. I'm going to approve ten, and
22 these other two aren't my people. And if you
23 say no, they'll get an email that says, your
24 Blue application was rejected by L&R. They
25 will know the reason for that rejection, you

1 may want to contact them; perhaps, you chose
2 the wrong company; please get back to us and
3 let us know who you're going to work for.

4 And then, they'll be like, oh, yeah, it
5 wasn't L&R, it was Landmark, you know,
6 whatever the case may be. So that's really
7 good.

8 And that's the other part of this that's
9 critically important and does take some time
10 to piece together. And like I said, we're
11 only at the six-month mark on the development
12 phase. We started basically in December. And
13 that is these templets, these merge templets.

14 We're trying to think of every scenario
15 in which somebody would require or really need
16 or want feedback in the process. Because a
17 lot of the calls that we get, well, most of
18 them right now are training verification. But
19 a lot of the calls that we get after that are
20 people wanting to know where they are in the
21 workflow of the process.

22 We could probably mitigate most of those
23 calls, most of them, by simply designing a
24 merge templet that monitors changes. So if
25 this changes, that person should get an email

1 that says, your background was cleared
2 provisionally by the State Board; you should
3 receive a followup correspondence from us
4 indicating that your license was issued; your
5 credential was issued. And then they do,
6 because we issue it.

7 Once it's paid for and that provisional
8 background is done, we'll push it out and
9 they'll get that. If it's denied, they get
10 the same thing, it's denied. And if you have
11 additional questions about, and we give them
12 examples of why it would be denied, and they
13 know. I mean they know. Whether they lied or
14 not, they know.

15 We give them the phone numbers. We give
16 them the extensions, we give them hyperlinks
17 to the website, the rules, statutes, all that
18 stuff. And if they want to call, then
19 certainly we'll take that call and we'll
20 address that with them at that time.

21 The other thing here I can show you,
22 we'll get into this one. Let's go here. And
23 this is something we talked about once before.
24 And I don't know if I had a chance to actually
25 live demo it for you, but I think I had a

1 screen shot what I shared with you, is how a
2 card gets issued and what it looks like.

3 So we talked in these meetings on Fridays
4 very, very often about the idea of
5 credentialing. And this is something that
6 we've talked about at IASIR last year and it's
7 on the agenda again this year. When we use
8 the license as an example, okay, your driver's
9 license, well, Louisiana license has a
10 holograph, it's got texture, it has two
11 photos, it has a code, it has your signature,
12 all your demographic information. On the
13 back, it's got a QR code, a magnetic strip,
14 and a bar code. That's a lot of stuff to try
15 to verify the validity of one card that's the
16 size of a credit card.

17 Yet, when you give this to a police
18 officer, the first thing he does after looking
19 at it is he runs it, whether he scans it,
20 swipes it, whatever the case, calls it in or
21 keys it in, he runs it. And the reason why he
22 does that is because he knows you've got a
23 license, but he doesn't know what the status
24 of your license is.

25 And so then the question, that begs the

1 question then, is all this technology worth
2 anything if the actual record, which is the
3 database is the only thing that's going to
4 satisfy the question, right. Because,
5 ultimately, that's what it boils down to.

6 Even your passport, it's a fancy
7 document. But when you go to Customs and the
8 Border Patrol or, you know, the DHS agent is
9 there, he'll run to the computer and they're
10 waiting for the screen. They're not looking
11 at this and saying, oh, have a good day. That
12 only helps at those, you know, little
13 checkpoints with the tumble weeds and the
14 dirt, right.

15 So the beauty of this is we've got a QR
16 code that is unique to every individual.
17 Whether that person has a credential or not,
18 they'll be there. That QR code will be there.
19 The only thing that will be missing will be
20 the information that appears below.

21 For example, the status wouldn't be
22 there. The issue date wouldn't be there. The
23 expiration date would not be there, so that
24 would mean that credential isn't anything.

25 At the same time, and this is pretty

1 interesting, so let's say that that changes.
2 Let's go back to this person here. Let's get
3 a close -- this. All right. So we've got
4 this card that we pulled up here and it says
5 that right now, unarmed and it shows that I'm
6 licensed and there's my issue and expiration
7 date. So now on the State Board side, we
8 receive training that shows that that person
9 is now certified with a weapon. And we
10 receive a status change.

11 So what we would do in that case is it
12 would be reflected in here. Okay. I'm going
13 to pull this on and we'll leave them both just
14 for fun. So we've got the certification in
15 there. What we would now do is we would add
16 it to those elements to this and simply save
17 that, because that's what's been done.

18 Now on this side of the equation, when we
19 generate the card, see if we can -- there it
20 is. See, they don't have to contact us and
21 say, I need you to reissue a plastic card that
22 doesn't really tell me if it's valid or not.
23 I can issue a new version of my encrypted QR
24 card.

25 And now, I have my firearms on there and

1 it still reflects the same exact information
2 here, because that credentialing date is not
3 going to change. The only thing that we
4 really have to be worried about, both of us,
5 is when does that firearms piece expire,
6 right.

7 So today, the way this happens is you
8 come across an expired firearms component and
9 you have to make a notification that says the
10 guard has to be pulled from that armed post.
11 You basically, you're downgrading the guard to
12 an unarmed status, which makes sense. Because
13 they can still work, they just can't work as
14 armed and, therefore, can't make potentially
15 more money.

16 What we would do in that case is we would
17 simply come in here and change that. What
18 we're designing in the system and almost ready
19 to test is that this expiration date will be
20 tracked by the system. So if this expires,
21 the system is going to, behind the scenes at
22 12:01 a.m. change this status for us, for you
23 and us. It's literally going to pull this
24 out, switch this, save it.

25 And because of that save right there, the

1 merge template will leave to the person via
2 email and to the company saying, this person's
3 status as an armed guard has been downgraded
4 to unarmed because their certification has
5 expired. Because you can work people who are
6 certified as unarmed all you want, you just
7 can't do the reverse.

8 And, of course, that unarmed and armed
9 piece is one of the most egregious of our
10 violations that we have in our statute. It's
11 the one that probably has the biggest
12 penalties associated with it in all. And it's
13 probably the one that's the easiest to avoid
14 if we could automate the process. And this
15 will do that for us.

16 So what we're going to get on our side is
17 a batch report that says, these people at
18 these companies are going to have their
19 firearms certifications expire in X number of
20 days. The Board can determine how many days
21 that would be.

22 And then what we want to do, and this is
23 a mandate from me to my staff is, I'm not just
24 going to shoot you a piece of paper on
25 something that important. I'm going to call

1 you and tell you, I've got three people on the
2 list whose firearms are about to expire in X
3 number of days. I am sending it to you now.
4 I want to make -- and then I want them to put
5 a note in the system that they spoke with the
6 company so that everybody knows that this is
7 coming up.

8 And this way, people can get in the
9 motion of getting that certification done.
10 Because as long as this flips to a new renewal
11 date, the armed status will stay in force. It
12 won't change it at all. And then, we don't
13 have to worry about mailing a letter, which
14 was the way it was done in the past, mail you
15 a letter that goes in the snail mail, it shows
16 up in the office, it goes -- you know how
17 things happen? Somebody left. That office is
18 now dark at the moment, but that's where that
19 particular piece of mail always went.

20 It goes to that desk and it sits there
21 for a week, and we're expecting you to have
22 already unarmed the guard and it hasn't even
23 happened. And we stumble up on an inspection
24 and they're standing on post with a firearm.
25 Big problem.

1 MR. PELLEGRIN:

2 I have a question.

3 MR. BLACHE:

4 Yes?

5 MR. PELLEGRIN:

6 I know that we've talked some months back
7 about the companies having the ability to go
8 into an Excel database and sort by expiration
9 date --

10 MR. BLACHE:

11 Yeah, it's not --

12 MR. PELLEGRIN:

13 -- for all of their guards.

14 MR. BLACHE:

15 It's in here. It's not in Excel.

16 MR. PELLEGRIN:

17 Okay. So you can proactively go in and
18 look every month and --

19 MR. BLACHE:

20 Yes.

21 MR. PELLEGRIN:

22 -- see who is going to expire in the next
23 30 days?

24 MR. BLACHE:

25 Yes, you can do a lot of stuff in here

1 that you couldn't do before, one of which
2 is -- let me -- let me --

3 MR. PELLEGRIN:

4 A lot better than we currently get.

5 MR. BLACHE:

6 Yeah.

7 MR. PELLEGRIN:

8 Well, we get a reminder, but you have a
9 full list and you're not able to sort it.

10 MR. BLACHE:

11 Right. And those reports that come out
12 of Crystal reports are really not good.
13 Sometimes, one report gives you -- sometimes
14 it gives you a total number, sometimes they
15 don't. Sometimes because of what data sets on
16 the form, you can't actually read it very
17 well; like, you're mistaking a date you're
18 looking at for being an expiration date, but
19 it's an issue date. It's very confusing.
20 This isn't by comparison. So I'll just show
21 you kind of what that --

22 MR. RIVERS:

23 Fabian, about what you were saying
24 earlier, I know now we use a change of status
25 form.

1 MR. BLACHE:

2 Uh-huh.

3 MR. RIVERS:

4 So in the program regardless, if an
5 expiration expired in your program and he was
6 unarmed, we still would fill a -- say we were
7 not going to arm him again, would we still
8 have to fill out a change of status form?

9 MR. BLACHE:

10 Not for that. Not if you weren't going
11 to arm him again.

12 MR. RIVERS:

13 Okay.

14 MR. BLACHE:

15 No. If they get certified after the fact
16 --

17 MR. RIVERS:

18 Right.

19 MR. BLACHE:

20 -- and then you want to rearm them, then
21 there will be a, in the system, a change of
22 status form --

23 MR. RIVERS:

24 Okay.

25 MR. BLACHE:

1 -- that you will do.

2 MR. RIVERS:

3 So it will automatically change the
4 status?

5 MR. BLACHE:

6 That's it. It's going to automatically
7 change their status, notify you, notify them,
8 and that satisfies the nightmare scenario,
9 which is you're waiting for a letter on a
10 guard whose staying at post for the next three
11 days while that letter is in transit, and then
12 you don't even see that letter for a week
13 because you were at a conference somewhere,
14 and now you've got a guard whose worked ten
15 days armed that should not be on the street,
16 which is a problem.

17 So, yeah, Durell, here is the answer to
18 your question. You'll be able to sort here.

19 MR. PELLEGRIN:

20 Okay.

21 MR. BLACHE:

22 But you'll have more granular views as
23 you get into your people's accounts on your
24 side of the equation. I'll try to show you a
25 bit of a view of how it looks on your side

1 versus mine.

2 So right now, you notice when I clicked
3 services right away, you see how there's no
4 companies for me? That means that in this
5 system, this Fabian public account is not
6 affiliated with any companies. So what I want
7 to do, since that's the one I logged in to, is
8 I want to go ahead and affiliate Fabian with a
9 company. So let's get that part done first,
10 and then I'll go ahead and take you in deeper
11 to show you that.

12 So let's see what we've got here. It
13 shows all the companies I have been by the
14 way. That's the other thing I don't have as
15 well as easy to see as this. Our existing
16 system does allow us to pin, edit, and then
17 like backtrack and see previous instances.
18 This one is just real quick and simple.

19 So if you want to ask me, you know, has
20 this company -- this company says this person
21 worked for them, just curious. I can actually
22 tell you, you know, three, over a period of
23 four years just by looking at one little
24 table. And that's really convenient.

25 So in this case, I'm just going to add --

1 this is me as the Administrator here at the
2 Board adding this account to this company.
3 Okay. So now that I've done that, see if I
4 did successfully, let's refresh my log-in
5 screen as the guard and see if it will show
6 up. Make sure I put it in. All right. Okay.
7 I didn't do it. Here we go. That should do
8 it.

9 All right. There we go. So at this
10 point now when this refreshes, there's the
11 company. Now as a QA, you can do stuff with
12 that company, but the guard can't. The guard
13 can see it on his log-in, but you notice it's
14 not like something he can click on.

15 So what we're going to do again just to
16 show you more flexibility and how robust the
17 system is, I'm also now going to make this guy
18 that company's QA so that he can now
19 manipulate that company. So if you -- you
20 know that signature authority form? That's
21 going to go away.

22 You're going to contact us and you're
23 going to say, Fabian, I need this person, this
24 person, this person to have admin rights to do
25 stuff in the system. And we can set the level

1 of those rights, too. And then we will simply
2 do it and it's ready to go. It's not days for
3 them to get rolling.

4 All right. So in this case, now that --
5 MR. ECHEGOYEN:

6 I've got a question about that.

7 MR. BLACHE:

8 Yeah? Uh-huh.

9 MR. ECHEGOYEN:

10 So I'm talking about liability wise --

11 MR. BLACHE:

12 Uh-huh.

13 MR. ECHEGOYEN:

14 -- so if that person from that company
15 comes back to us --

16 MR. BLACHE:

17 Yeah.

18 MR. ECHEGOYEN:

19 -- and says or disputes the fact that
20 someone received that information verbally,
21 how are we going to be able to cover ourselves
22 to say, well, you authorized it on this date
23 and we have a written form for your signature?

24 MR. BLACHE:

25 Well, you -- first, I don't think you

1 would be calling me to tell me to give someone
2 admin rights in the system if you didn't want
3 them to have them. So when we put our note,
4 because we have a note-taking section, when we
5 make them the QA or the office manager or the
6 office supervisor, we have different tiers we
7 can give them. It's going to be on your
8 authority. And we're going do notate that in
9 the file, that it's under your authority.

10 MR. ECHEGOYEN:

11 And I understand that. So you're going
12 to have a written document on it?

13 MR. BLACHE:

14 It's going to be in the notes on the
15 file.

16 MR. ECHEGOYEN:

17 Okay. And the reason why that's a
18 concern to me is because people move,
19 partnerships dissolve, people get into
20 disagreements.

21 MR. BLACHE:

22 And then you will have to notify us to
23 remove that, which I can show you how that's
24 done.

25 MR. ECHEGOYEN:

1 Okay.

2 MR. BLACHE:

3 Yeah, that's what I'm showing you right
4 now. So I just made him the QA of this
5 company. And so on this side of the equation
6 now, if I refresh this screen, now this is now
7 a hyperlink. Before, it wasn't anything. And
8 now, I can come in here, and this is for you,
9 Durell, to see particularly.

10 When I click on personnel now, here's my
11 list and here's where I can now start to sort
12 right here without even having to be in an
13 Excel spreadsheet. You see? And then the
14 attachments, whatever those may be, I can also
15 view those, DD214, picture, whatever the case
16 may be.

17 So you have a lot of flexibility with
18 what you can see in realtime. And let me tell
19 you why that's so important. When you contact
20 us and get a guard list, that guard list is a
21 snapshot of what is currently entered in our
22 system, not necessarily currently who you have
23 working for you. Because, remember, you've
24 got 20 days and then, you know, more time to
25 even get those in to us in the first place.

1 So often times, when you get a guard
2 list, there's people missing. And the reason
3 why they're missing is because of, one, they
4 either have not mailed it in to us yet and we
5 haven't received it and entered it, or you
6 have sent it in and it's in a cue to be
7 entered by Renee or Summer or Jane or whomever
8 is dealing with that stack that day. So it's
9 never reflective of what's currently going on.

10 The difference between that and this is
11 they don't even get to that stage unless this
12 thing has already recorded the application.
13 So that goes away. That problem is solved.
14 Your list is your list.

15 Now if somebody is missing from the list,
16 there could be a reason for that. And, of
17 course, there's ways to quickly rectify that.
18 But the idea that they could be technically --
19 I mean you're talking about a big event
20 company, for example, that there could be 30
21 people that aren't on the list when the office
22 person contacts us and says, send me my guard
23 list, but we've got 30 applications that
24 arrived two days ago sitting on Renee's shelf
25 to be entered. And so they're going, well,

1 there's something wrong here. So it's just
2 the process and that's where the process
3 breaks down.

4 So that's a really, really nice component
5 of this as well that I wanted to share with
6 you. And, of course, the other things are on
7 training side, we had a big meeting about
8 training and about the system. So we tackled
9 two different issues. The first issue is our
10 training is very outdated, so we put together
11 a team of instructors to sit down and look at
12 training and help us start to design a new
13 training program, particularly for the first
14 12 hours, that first eight and then a few more
15 that would be prescribed so that every trainer
16 in the state would have to do that training.

17 What I discovered when I got here is that
18 despite the fact that we had an approved
19 8-hour course, there's been a lot of
20 modification by different trainers to what's
21 in that, some of them for very good reason.
22 For example, in that training, we ask security
23 officers questions about how many members are
24 on the Board and who appoints them.

25 Why? Does that really matter to a

1 security officer? Not at all. I mean we --
2 that's QA level and owner level stuff. That's
3 not security officer stuff.

4 I'd rather see things in the training and
5 in the testing of a security officer that
6 address countersurveillance, don't kick the
7 suspicious package, who to know to notify,
8 when, you know, those kinds of things in
9 addition to a myriad of other things. But we
10 get into the minutia with them on stuff that
11 is QA and company owner level stuff.

12 So what we're doing is we're retooling
13 the guard training which, like I said, is very
14 dated. And then when we do that and we're
15 satisfied with it, we'll present it to you
16 guys and you will look at it. And when you
17 approve it, we're then going to push that
18 training out to every single licensed State
19 Board instructor.

20 And I emphasize that point for a reason.
21 If they are licensed by the State Board to
22 teach, then we should be prescribing what they
23 teach to a point. And, of course, there has
24 to be room for, you know, genres of specific
25 type training and we leave that in there for

1 that. There's no problem with that.

2 We've got some other things that we're
3 tackling with training. We've got programs
4 that we've found out about that we're
5 conducting audits on and getting ready to
6 send, test people through because it's the
7 only way we'll win if we have to defend
8 ourselves where they're two 8-hour classes in
9 four hours. Not possible.

10 Are we saying that you must have eight
11 absolute contact hours in each class?
12 Absolutely not. If you have a class of three
13 people, you can get through that 8-hour class
14 in six hours because you don't have as many
15 people asking questions and interrupting the
16 flow and people like to go through breaks and
17 take a lunch, and so that's not what we're
18 talking about. But doing 16 hours in four
19 hours is just unethical, immoral, and
20 impossible. So we're going to seek to address
21 that kind of stuff.

22 And then in addition to that with respect
23 to training, we want to make sure that we're
24 doing a really good job of integrating the
25 training piece of this solution to the

1 training process. Right now, as you well
2 know, the trainer trains. The trainer gets
3 signatures and signs and puts training numbers
4 and then has to mail or deliver training forms
5 to us, and then somebody has to receive it.
6 And depending upon if you've received 100
7 yesterday and 200 tomorrow and 50 the next
8 day, it takes time to enter that stuff in one
9 by one by one you're doing these entries.
10 This is not the way this is going to work.
11 The way this works is an instructor completes
12 the training class, he says who goes in the
13 training classes easy as I did it here, by
14 typing the name. It says, this one, this one,
15 this one. People can see the class.

16 So for those people on October 1st that
17 are certified with a weapon that know that
18 their firearm certification is going to expire
19 in 30 days and their license renewed in March,
20 they'll be able to find the class to teach
21 them for the refresher very easily. There
22 won't be any question about access to
23 training. Because every trainer who creates a
24 course and puts it out there for public
25 digestion, that public will be able to see

1 that course in that system on this other page
2 that we are on here where they're logged in
3 from their side of the equation. They will be
4 able to find that.

5 So we're trying to make things really
6 rapid and fast and easy and sensible so that
7 people can get what they need to stay in line
8 and be compliant and reduce the exposures that
9 we currently incur because we have an
10 antiquated paper process. And we're achieving
11 that.

12 And that example I gave you in looking at
13 Wendy's example record was one of them where
14 we've tested some of that, and it seems to be
15 working the way we want. We'll bring
16 instructors back in as we get closer and have
17 them actually push this thing to the limits on
18 what they want to do. We're trying to think
19 of all the, you know, do you characterize it
20 as initial? And then initial what, you know?
21 Or is it a refresher and it only has to be
22 refresher or does it have to be specific to a
23 caliber or can we have a semiautomatic
24 refresher that they can teach the person with
25 the nine and the 40, if it's a 19 or a Glock

1 23?

2 You know, we have to sort all that out.
3 But we're thinking about all that because
4 there's so much more stuff coming on the
5 horizon that your heads are going to spin.

6 We've got robotics right now is a big
7 thing. When you come out of IASIR in October
8 from Tennessee, we're going to have to be
9 thinking about putting legislation into our
10 law that addresses companies like G4S, not
11 them personally, but companies that are using
12 the technology, like Allied that are using
13 robots.

14 Why would we have to do that? Well,
15 here's an example. If I'm the guard and I
16 look at Ms. Finchum in the mall, I see Ms.
17 Finchum in the mall and I can think whatever I
18 want about her behavior. If I'm a robot and I
19 have a HD camera as eyes, I can take a picture
20 of Ms. Finchum and then I can then face
21 recognize that to her Facebook profile and
22 start drilling into her entire social life
23 instantaneously. These are the concerns that
24 people are having about using robots as
25 security, but they're being used.

1 The same way Uber and Lyft came and
2 people said they weren't going to make it, and
3 they made it, this is going to be a thing.
4 And we need to have language in our law around
5 it. We need to say whether companies have to
6 register their robots with the Board and give
7 us their IP and MAC addresses and all that
8 kind of stuff, big, big deal.

9 And I say that, because in looking at our
10 rules, for example, we have a definition in
11 our rules of a canine, but we don't have any
12 language anywhere in the rules after that
13 definition about, do they register the dog; do
14 they register the handler; is the handler
15 registered just as a regular security guard?
16 You won't find it because it's not there. So
17 at some point, there was a conversation about
18 canines and it ended with a definition.

19 So we've got big heavy lifting that's
20 going to, you know, come along the way as we
21 get our operational tempo increased by putting
22 something like this in because they're going
23 to start digging into the exposures that we
24 have that are coming down the pipe. Because
25 every single day, there's another company. I

1 think we're up to ten robotics companies now.
2 I'm talking about robots that climb stairs,
3 check bathrooms. They do all kinds of crazy
4 stuff.

5 And we're going to need to be on top of
6 that. Because, again, as the 14th largest
7 tourist destination, we get a lot of folks and
8 we've got a lot of these big companies that
9 have the money to do that in our mix and
10 they're going to be deploying these things and
11 we don't want to be behind the ball on that.
12 So I just figured I would mention that and
13 throw that in there for you. That's -- I did
14 put on the dais --

15 MS. FINCHUM:

16 Can I go back to the licensure part?

17 MR. BLACHE:

18 Yeah. Yeah.

19 MS. FINCHUM:

20 I just have a few questions about that.

21 MR. BLACHE:

22 Sure.

23 MS. FINCHUM:

24 Your current database, will that
25 automatically transfer over to this new system

1 or --

2 MR. BLACHE:

3 Well, that's what I want --

4 MS. FINCHUM:

5 -- does it physically have to be entered
6 into it?

7 MR. BLACHE:

8 No. No. What I was explaining
9 previously was that that was the data set I
10 was referring to that has to be migrated into
11 the system. And what they're doing is they're
12 matching fields to their fields and where they
13 go and how they work. They have the data as
14 of about April is when they got the first
15 sample data set because they're going to have
16 to actually get another data set from us
17 because we have been catching up all of the
18 applications and fingerprints and things like
19 that.

20 So the answer to your question is when we
21 give them the second data set, we're hoping
22 that it flows into the Image Trend back end
23 and puts everything where it belongs. We know
24 darn good and well, because this will be my
25 third time doing something like this, that

1 that's not going to go perfectly. I know that
2 for a fact. It just never does.

3 We're going to live in guard tracking and
4 Image Trend for about two years, maybe 18
5 months, but about two years, which is why we
6 have these big wide screens on our desks now
7 in preparation for this, because we wanted our
8 staff to be able to do both screens up at the
9 same time and crosswalk between the two.
10 Because, ultimately, you know how data works,
11 garbage in, garbage out.

12 So we want to make sure that if we do
13 have to pull a file from across the river or
14 if we do have to go into the guard tracking
15 system and find something because it doesn't
16 look like it was imported correctly or it's
17 saying what we expected it to say, we'll be
18 able to do that.

19 So it's going to -- collectively, we're
20 going to have a lot of time to cleanse that
21 data even further. But it's definitely a data
22 integration project done with files, basically
23 they export it, they get it, and hopefully it
24 goes where it's supposed to go.

25 MR. RIVERS:

1 How far out are we?

2 MR. BLACHE:

3 Well, I don't know. I mean, right now,
4 we're at the mercy of the data right now and
5 the money. So we're testing the money piece
6 and then, of course, we've got the data piece
7 that's still being played with because we
8 didn't get the data to the Image Trend until,
9 like, I think around April.

10 So once we can sort out the financial
11 part, I mean truthfully, if I can get the
12 Image Trend system ready to go even before the
13 financial piece is ready, I mean I would be
14 inclined to start working in that because it
15 will just increase our efficiency even if we
16 were still receiving paper payments, but I
17 won't know how that converges until my guys on
18 this side say the data integrity is good
19 enough for you to start testing this workflow
20 and testing that workflow. And then once
21 we've tested it and the training workflow,
22 then we can say we're live. We could go --

23 MS. FINCHUM:

24 Will the Board be able to test that prior
25 to that going live to everyone?

1 MR. BLACHE:

2 I'd be happy to let you test it,
3 absolutely.

4 MS. FINCHUM:

5 I mean I just think that's a --

6 MR. BLACHE:

7 I have no problem with that. I can
8 create accounts for you folks in ten minutes,
9 and you could be in there testing moments
10 later and we can do webinars and conference
11 calls or meetings or whatever. I'd be more
12 than happy to do that. Absolutely.

13 MS. FINCHUM:

14 Okay. I think that's something we need
15 to implement.

16 MR. RIVERS:

17 Once -- and you and I have spoken to this
18 and I wanted to bring this up to the public
19 too, I have taken hits over my guard not
20 having their registration cards since we've
21 not been issuing registration cards.

22 MR. BLACHE:

23 Uh-huh.

24 MR. RIVERS:

25 I don't know if any of you all have had

1 some of the same problems. I would think that
2 if we're not sure that this is fixing to start
3 that maybe we need to go back to the old way
4 of reissue the registration card and not --
5 MR. BLACHE:

6 Uh-huh. So let me tell you my thoughts
7 on that. I will -- we'll do whatever you ask.
8 And I'll just tell you my observations and the
9 reality. The reality is that even when we
10 were generating cards, I was encountering
11 cards on the street that were up to two years
12 old, Blue cards. So there was something that
13 wasn't working there.

14 Because even though we had one person
15 dedicated to issuing cards, I mean it's one
16 system, one person, and they only spit out so
17 many cards at a time. And there was a problem
18 there because I was encountering people who
19 were cleared that should have had a card but
20 didn't have a card.

21 Sometimes I -- and we investigated this
22 stuff. Sometimes it was the card went to the
23 company, but the person had left and then they
24 came back. Sometimes it was they actually had
25 a card that was for a different company and so

1 they didn't have the other card, but we found
2 out they had been working for both companies
3 for an extended period of time. There was a
4 variety of instances there.

5 So my concern with that was if I
6 temporarily register -- we're moving to a new
7 system at this point. Do I want to spend time
8 trying to catch up a 2700-card backlog that
9 the flood created? Because that system didn't
10 go back live until the end of November. Do I
11 want to try to do that and still be behind
12 that curve?

13 Or do I want to implement redoing them
14 again but just start with all the ones that
15 are just newly cleared so that they wind up
16 with a card in their hand that, I don't know,
17 whatever it is, 30 days, 60 days, 90 days,
18 whatever it is, is obsoleted by the fact that
19 they have to have this other card? I don't
20 know. But whatever you think is best, we
21 certainly will do.

22 MR. RIVERS:

23 I can say that with my company, I get
24 calls about it from customers.

25 MR. BLACHE:

1 Okay. Because the temp, as it's
2 designed, never expires. It doesn't have an
3 expiration date.

4 MR. RIVERS:

5 Right.

6 MR. BLACHE:

7 So, I mean, I don't know. I mean,
8 whatever The Board wants to do.

9 MR. ECHEGOYEN:

10 The concern, I think, is for the guard
11 itself. If they have interaction with law
12 enforcement, we have to have something in
13 place now until we know that that's working
14 and there's proof of this. Okay. So my
15 suggestion would be to keep the old system for
16 now until the new system is proof and we don't
17 have a problem with them. And I think --

18 MR. BLACHE:

19 But let me -- let me just comment on
20 that, too. I don't have a problem with that
21 and we'll do that, but that doesn't mitigate
22 the exposure. The exposure is that you issue
23 the credential and we do or do not know that
24 they exist and they can interact with law
25 enforcement and they have a Blue card. So

1 whether the Blue card is they just got it 30
2 or 60 days ago or they've had it for a year,
3 it's still the same exposure for the guard.

4 MR. ECHEGOYEN:

5 It does have a expiration date on it;
6 correct?

7 MR. BLACHE:

8 No.

9 MR. ECHEGOYEN:

10 Well ...

11 MR. BLACHE:

12 It doesn't. The Blue card does not. It
13 has a hire date and a review date by the
14 person who issued the card. That's all it has
15 on it.

16 MR. ECHEGOYEN:

17 Who -- would that be an issue to fix that
18 we add on an expiration date to it?

19 MR. BLACHE:

20 You want to make, like, a shorter
21 expiration date for the Blue card?

22 MR. ECHEGOYEN:

23 No. I'm just saying whenever they
24 identify themselves or --

25 AUDIENCE MEMBER:

1 The permanent registration cards have
2 expiration dates --

3 MR. BLACHE:

4 Right.

5 AUDIENCE MEMBER:

6 -- but not the temps.

7 MR. BLACHE:

8 Not the temps.

9 AUDIENCE MEMBER:

10 Yeah, they don't.

11 MR. BLACHE:

12 And that's why, I mean because they
13 didn't and they've been in place for 20 years,
14 I figured, okay, no harm, no foul. Instead of
15 trying to spend time, you know, using card
16 stock and taking the person who issues the
17 training and who issues the cards and not
18 focus on getting the old training backlog in
19 the system, let's just pause with that. Let's
20 work on the training and then --

21 MR. ECHEGOYEN:

22 We have a question from the audience.

23 MR. BLACHE:

24 Yes?

25 AUDIENCE MEMBER:

1 What about some that have had trouble
2 with the cops saying -- yeah, but I've known
3 people that had their Blue temporary cards and
4 usually within four to five months, you'd have
5 your permanent one and they say --

6 MR. BLACHE:

7 Right.

8 AUDIENCE MEMBER:

9 -- what's the problem? We've explained
10 that and they will say, yeah, well, that's no
11 excuse, you've had this card for --

12 MR. BLACHE:

13 They don't get to dictate -- this Board
14 determines what the credential is. The police
15 don't unfortunately.

16 AUDIENCE MEMBER:

17 We've explained that to them.

18 MR. BLACHE:

19 Yeah, I understand what you're saying.

20 AUDIENCE MEMBER:

21 But they still say, it's been four to
22 five months --

23 MR. BLACHE:

24 Right.

25 AUDIENCE MEMBER:

1 -- usually, y'all have your permanent
2 cards in.

3 MR. BLACHE:

4 Right.

5 AUDIENCE MEMBER:

6 That's what our guards are dealing with

7 --

8 MR. BLACHE:

9 Yeah.

10 AUDIENCE MEMBER:

11 -- when the cops stop them and still see
12 Blue cards.

13 MR. BLACHE:

14 Yeah. And it's just important to know
15 though that cops don't arbitrarily and
16 capriciously get to determine what is
17 acceptable and what isn't.

18 AUDIENCE MEMBER:

19 Correct.

20 MR. BLACHE:

21 So, you know --

22 AUDIENCE MEMBER:

23 But that's what the guards are calling us
24 and telling us.

25 MR. BLACHE:

1 I follow you. I totally understand that,
2 I do.

3 MR. RIVERS:

4 Are any other companies experiencing
5 that?

6 MR. BLACHE:

7 Which companies?

8 AUDIENCE MEMBER:

9 Inner Parish.

10 MR. BLACHE:

11 Okay. Inner Parish. We can certainly --

12 MR. RIVERS:

13 Do y'all experience that?

14 AUDIENCE MEMBER:

15 Yeah.

16 MR. BLACHE:

17 -- you know, we can certainly do that.
18 We're going to have to come up with a way to
19 accelerate the ability to generate those
20 cards. Because with that one system and with
21 2700 cards, I mean we'll be five months trying
22 to get all those cards out.

23 MR. ECHEGOYEN:

24 So just so I can get an idea in my head,
25 if a guard gets into an incident today at

1 Nino's Casino and the police comes up and
2 they're showing their temporary card, they're
3 going to have to verify that; correct?

4 MR. BLACHE:

5 Uh-huh, they're supposed to.

6 MR. ECHEGOYEN:

7 Now if it's 3:00 a.m. in the morning and
8 they can do that, it will go into the file of
9 the police report, now they have a picture of
10 the guard, they have a card, expiration date,
11 all that kind of stuff, they're going to go
12 and sit with the detectives or whatever and
13 they're going to do their background check,
14 investigation if that's needed, that will
15 cover the guard at that time; correct?

16 MR. BLACHE:

17 Uh-huh.

18 MR. ECHEGOYEN:

19 Because I think what you're talking about
20 is about how our interaction with the police,
21 which is sometimes, I understand it can be
22 very unpleasant. So my suggestion will be to
23 take into consideration those aspects of it
24 because they are the ones who are doing the
25 work, you know, while we're doing something

1 else.

2 MR. BLACHE:

3 Well, we certainly can do that. So then
4 my question would be, what do you think is the
5 best approach? Do we work with the backlog of
6 cards or do we start with all the
7 newly-cleared individuals going forward?

8 MR. ECHEGOYEN:

9 I think the answer to your question is,
10 when are you going to have the system in
11 place?

12 MR. BLACHE:

13 Again, that's -- I'm relying upon data
14 people now.

15 MR. ECHEGOYEN:

16 And I understand that.

17 MR. BLACHE:

18 I can't answer that.

19 MR. ECHEGOYEN:

20 We can't put our people in the middle of
21 a dilemma --

22 MR. BLACHE:

23 I'm not. I --

24 MR. ECHEGOYEN:

25 -- because we don't have dates.

1 MR. BLACHE:

2 No, no, no. My question was, to be
3 clear, what's the best way to implement
4 restarting doing old cards? Because we can do
5 that. We have the system. We can do it. I'm
6 just asking, should we go back?

7 MR. WILLIAMS:

8 I think the legislature -- I don't mean
9 to interrupt. I'm sorry. I think the
10 legislature, I think it reads that after we --
11 after a guard gets the training and everything
12 and they get certified and everything like
13 that, they're supposed to be issued a card.
14 So if we were going to do anything, we would
15 have to actually go back and deal with the
16 backlog. And every guard has to get a card or
17 we have to rewrite the legislature.

18 MR. ECHEGOYEN:

19 I think that would be the perfect answer
20 because we have to follow the law.

21 MR. WILLIAMS:

22 Right. Yes.

23 MR. ECHEGOYEN:

24 So until that happens, I think now what
25 we need to do is we need to set a motion for

1 that. Yes? Go ahead, sir.

2 AUDIENCE MEMBER:

3 So this is a question about the system
4 that requires or goes into this.

5 MR. BLACHE:

6 Yeah.

7 AUDIENCE MEMBER:

8 Is there any way we could implement that
9 section alone into the system immediately?

10 MR. BLACHE:

11 I can look into that.

12 AUDIENCE MEMBER:

13 I mean that way, that takes care of
14 everything right then and everybody has an
15 electronic card in a month.

16 MR. BLACHE:

17 I don't know, but I can look into that.

18 MR. RIVERS:

19 Fabian? One other question, Fabian.
20 With this system, maybe I misunderstood, but
21 we've said the registration card would be the
22 property of the guard itself, right? With the
23 new system, that would be --

24 MR. BLACHE:

25 The card is -- the card -- any credential

1 issued by the State is always the property of
2 the State.

3 MR. RIVERS:

4 Okay. Because that's what I was reading
5 here.

6 MR. BLACHE:

7 It's always --

8 MR. RIVERS:

9 I wanted to make sure that --

10 MR. BLACHE:

11 Even, you know, your driver's license is
12 the property of the State.

13 MR. RIVERS:

14 Yes.

15 MS. LANDRY:

16 I have a question to add to that.

17 MR. BLACHE:

18 Yes?

19 MS. LANDRY:

20 Will the security company that the
21 officer works for be on the card?

22 MR. BLACHE:

23 Not physically on that card, but it will
24 be in the data when you scan the card to see
25 the status and the license.

1 MS. LANDRY:

2 Okay. So does anything have to be
3 changed in State statute for that? Because
4 State statute says that the business name
5 under the licensing has to be on the card.

6 MR. BLACHE:

7 Does it say card?

8 MS. LANDRY:

9 It says that the name of -- the license
10 when issued prescribed by the Board shall
11 include the name of the license, the business
12 name on which the license is needed to
13 cooperate. So the business name addresses of
14 the -- which I don't understand this,
15 addresses of the locations --

16 MR. BLACHE:

17 Yeah, it doesn't.

18 MS. LANDRY:

19 -- where the licensee is authorized to
20 operate.

21 MR. BLACHE:

22 And it doesn't. And that was when we
23 first started talking about doing this and the
24 way this was going to be formulated, we knew
25 that was a gap.

1 MS. LANDRY:

2 Yeah.

3 MR. BLACHE:

4 So we were looking at, what was the
5 intent of that? And we resolved it at the
6 time, and we had different Board members then,
7 that if you can scan the card and get that,
8 they felt that that would satisfy the
9 requirement because we don't satisfy the other
10 requirement.

11 MS. LANDRY:

12 Right.

13 MR. BLACHE:

14 The card just can't possibly indicate
15 every post that a person stands.

16 MS. LANDRY:

17 Exactly.

18 MR. BLACHE:

19 And so we know what they were intending
20 to do, but what's practical and what can
21 defend that?

22 MS. LANDRY:

23 Right. And, I mean, and I love what
24 you're doing and I love all of this and I
25 think it's going to simplify a lot of things

1 with licensing security officers, but what do
2 we have to do as far as State statute?

3 MR. BLACHE:

4 We're going to have a lot of things we're
5 going to have to do. We did this at EMS. For
6 example, when we implemented this, it changed
7 a lot of things. One of the flexibilities in
8 the statute is that it says that the
9 document -- a document as prescribed by the
10 Board. So they leaned on that language to
11 say, we said at the time what we wanted it to
12 be, but we still have the flexibility of
13 changing what that is based upon modernization
14 and so forth.

15 So what we did was we implemented our
16 system and then we went back and we changed
17 our rules to reflect the new workflow. There
18 were things that, for example, that they got
19 fined for that you incur fines for. And so we
20 also had to take those fines off the books and
21 do a variety of different things. So there's
22 a lot of followup that comes on the back end
23 of something like that.

24 MS. LANDRY:

25 Right. And I -- I mean I hate to add

1 these caveats to this, but -- and I love the
2 twice a year renewals, the March and the
3 October.

4 MR. BLACHE:

5 Uh-huh.

6 MS. LANDRY:

7 And I think the only time that's going to
8 affect that State statute is it does say,
9 license is two years.

10 MR. BLACHE:

11 It is two years.

12 MS. LANDRY:

13 Right.

14 MR. BLACHE:

15 It's two years. Uh-huh.

16 MS. LANDRY:

17 But yet when you first get the license,
18 you get it in June or July, and --

19 MR. BLACHE:

20 Well, remember, it's still valid until
21 March.

22 MS. LANDRY:

23 Okay.

24 MR. BLACHE:

25 It's still valid until March. You're

1 just renewing it in advance --

2 MS. LANDRY:

3 Okay.

4 MR. BLACHE:

5 -- is what you're doing.

6 MS. LANDRY:

7 Okay. I see now.

8 MR. BLACHE:

9 It's still two years.

10 MS. LANDRY:

11 Okay.

12 MS. AUCOIN:

13 And if I may, I know that he and I have
14 talked about this before, y'all have a lot of
15 changes that are going to take place because
16 of this.

17 MS. LANDRY:

18 Uh-huh.

19 MS. AUCOIN:

20 I assume and believe the intent is, put
21 this into place. We have a whole year until
22 the next legislative session. It's an
23 unlimited Bill session. So if there are
24 things that we need to change legislatively
25 to, you know, clarify more what is being done

1 now, that's certainly something that's very
2 easily doable.

3 MS. LANDRY:

4 Okay.

5 MS. FINCHUM:

6 Could the filter be --

7 AUDIENCE MEMBER:

8 When --

9 MS. FINCHUM:

10 I'm sorry. Go ahead.

11 AUDIENCE MEMBER:

12 When it comes to the checking, like when
13 we pull up an applicant, the person goes in
14 and applies --

15 MR. BLACHE:

16 Okay.

17 AUDIENCE MEMBER:

18 -- as the applicant itself.

19 MR. BLACHE:

20 Right.

21 AUDIENCE MEMBER:

22 They don't see the companies, like you
23 said, right, or the previous training that
24 they had? They, from a general public view,
25 they can go in and look at it.

1 MR. BLACHE:

2 Right. They can see --

3 AUDIENCE MEMBER:

4 Me as a company, I can see the previous
5 companies or whatever that they worked for and
6 their previous training and so forth.

7 MR. BLACHE:

8 You'll see their training for sure.

9 AUDIENCE MEMBER:

10 So will that also eliminate the need for
11 a post as -- I'll do a lot of checking here
12 and say, okay, here's a person who is still on
13 file, which under the still -- if I
14 understand, it's still the same after three
15 years that they've been out of it, y'all
16 purge; correct?

17 MR. BLACHE:

18 Right. Okay. So one thing that is
19 critically important, purging should never
20 happen with data. That process has created
21 more problems for this industry than you can
22 shake a stick at. Because you will call me
23 and ask me if someone has ever worked in this
24 industry, and I will tell you, no. And I'm
25 wrong, because they have. And that's a

1 problem.

2 AUDIENCE MEMBER:

3 Well, the reason why I ask about it is
4 because a lot of time, I'm --

5 (MULTIPLE SPEAKERS SPEAKING)

6 MR. BLACHE:

7 Right.

8 AUDIENCE MEMBER:

9 -- and then completed it. But because of
10 the purging or whatever, they're no longer in
11 the system. So, therefore, the person has to
12 start all over again.

13 MR. BLACHE:

14 Right. What should have happened was --
15 and think about how logical this is.

16 AUDIENCE MEMBER:

17 Uh-huh.

18 MR. BLACHE:

19 If your training is expired because you
20 have been out of the business for three years,
21 if I can see the date, I know if it's expired.
22 And then I can say, you have to do it all over
23 again.

24 AUDIENCE MEMBER:

25 Right.

1 MR. BLACHE:

2 Removing it made it seem like as if you
3 never, ever did it and you never existed.

4 AUDIENCE MEMBER:

5 Right.

6 MR. BLACHE:

7 And so I have personally been involved in
8 conversations where I'm telling people, I
9 don't have any indication this person has ever
10 worked in the private security industry ever.
11 And that entire statement is completely
12 false --

13 AUDIENCE MEMBER:

14 Right.

15 MR. BLACHE:

16 -- because they have.

17 AUDIENCE MEMBER:

18 So if they're out of it, if they left the
19 system for three years, then technically their
20 training is expired.

21 MR. BLACHE:

22 According to what we currently have.

23 AUDIENCE MEMBER:

24 Right.

25 MR. BLACHE:

1 We're going to solve that problem by
2 implementing the refresher that we've been
3 talking about for security officers that the
4 Board from back last year said, we need
5 refresher training. The reason why the
6 three-year moratorium came up, I think it was
7 an arbitrary number picked just to say that if
8 you don't have close contact with the industry
9 in three years, you don't know anything about
10 it and --

11 AUDIENCE MEMBER:

12 Right.

13 MR. BLACHE:

14 -- it changes.

15 AUDIENCE MEMBER:

16 It changes.

17 MR. BLACHE:

18 That's not what we're going to do. We're
19 going to implement a refresher training for
20 security officers that at their two-year
21 anniversary, they will have to do. It will be
22 easy for them to do, easy to access. And when
23 I say easy, I don't mean it's not going to be
24 rigorous.

25 It's going to be simple for them to get

1 to in terms of access. They'll do that
2 refresher training and that obviates the need
3 for a countdown on the original training.
4 Because if we don't have the refresher, you
5 don't have it.

6 AUDIENCE MEMBER:

7 And the refresher is taught by the
8 instructor again?

9 MR. BLACHE:

10 No, it's online.

11 AUDIENCE MEMBER:

12 Oh, it's online?

13 MR. BLACHE:

14 The refresher will be online. That's the
15 one thing, to make that as easy as we want to
16 make it and as rapid a process is for that to
17 be accessible from any device they have
18 anywhere in the world. If you call them up
19 and say, you better get your refresher in so I
20 can renew this credential by tomorrow, they
21 don't have to start worrying about how am I
22 going to do this, and it's Sunday. They'll be
23 able to do it.

24 MR. ECHEGOYEN:

25 I've got a question on that.

1 MR. BLACHE:

2 Sure.

3 MR. ECHEGOYEN:

4 We need to verify that within the law
5 because there is some law that specifically
6 says, instructor has to do it, unless I'm
7 reading it incorrectly.

8 MR. BLACHE:

9 The instructor has to teach the
10 initial --

11 MR. ECHEGOYEN:

12 I'm talking about the refresher.

13 MR. BLACHE:

14 Yeah.

15 MR. ECHEGOYEN:

16 So if the refresher is considered as well
17 as a part of the educational process, the
18 instructor will have to do it --

19 MR. BLACHE:

20 Well, we don't have --

21 MR. ECHEGOYEN:

22 -- according to what --

23 MR. BLACHE:

24 We don't have language related to the
25 refresher. That's only firearms, on firearms.

1 And we're not teaching firearms refreshers.

2 MR. ECHEGOYEN:

3 Right.

4 MR. BLACHE:

5 And not doing them online.

6 MR. ECHEGOYEN:

7 Right.

8 MR. BLACHE:

9 We want our instructors teaching firearms
10 refreshers. No question.

11 AUDIENCE MEMBER:

12 And this also, would we be getting a lot
13 of this from, like, the different states
14 that's compatible like Texas, their trainings
15 will be able to be accessible or we would just
16 send what they have in or ...

17 MR. BLACHE:

18 You could upload anything you like that's
19 relevant to any considerations that we would
20 have to have. I mean we don't actually look
21 at -- there's no reciprocity --

22 AUDIENCE MEMBER:

23 Right.

24 MR. BLACHE:

25 -- or compact in place right now.

1 AUDIENCE MEMBER:

2 Right.

3 MR. BLACHE:

4 In fact, the security industry, unlike
5 the PI industry is one of the few that doesn't
6 have reciprocity. There are some compact
7 initiatives as a way to look at training to
8 see if it's comparable --

9 AUDIENCE MEMBER:

10 Right.

11 MR. BLACHE:

12 -- for surge response purposes --

13 AUDIENCE MEMBER:

14 Uh-huh.

15 MR. BLACHE:

16 -- and that would be -- the system would
17 be an easy way if you were doing a surge
18 contract, for example, to get people logged
19 into the system, upload their Texas training,
20 and then we could quickly vet that and say,
21 yes, this is comparable, and therefore issue
22 them a disaster declaration limited credential
23 very quickly.

24 AUDIENCE MEMBER:

25 Uh-huh.

1 MR. WILLIAMS:

2 I know I came in and I talked with you
3 last week, and thanks again for seeing me.
4 The only thing I just want to know, until we
5 get the eLicensure thing up and running, is
6 there something put in place for as far as the
7 renewal registrations, the cards?

8 I mean because I notice that it says, I
9 think you and I talked about it, it says that
10 it's supposed to be mailed out 60 days in
11 advance and it says that we need to have them
12 in 30 days in advance.

13 And I'm just wondering, I mean for the
14 people that's in here now, the company owners
15 and QAs and things and the people just to make
16 sure that we all are covered until we get our
17 eLicensure?

18 MR. BLACHE:

19 Yeah. Is Renee in here today?

20 MR. WILLIAMS:

21 That's all I was concerned about.

22 MR. BLACHE:

23 She is over there? Oh, she's up front.
24 Okay. I was just talking with Renee last week
25 about where things were looking with

1 application entry and all those components to
2 make sure that if we start producing lists for
3 notification purposes, that they actually
4 represent what you have.

5 MR. WILLIAMS:

6 Okay.

7 MR. BLACHE:

8 And I just talked with Tina yesterday
9 about the training side of that as well to
10 make sure that we are basically within a week
11 now and not months where we were previously.
12 And we have now hit those benchmarks on that
13 with the input of other people and engaging
14 and inputting applications. I mean Jane's
15 even inputting applications, Bridgette, Renee,
16 Summer.

17 We've got more than one person now doing
18 these tasks, and we had too. Because, again,
19 no one person could work themselves out of
20 that backlog. With that said and us now
21 achieving that level of performance, now we
22 feel a lot more comfortable if we give you
23 something that we're capturing everything.
24 Because my fear was, while we were saying
25 watch these dates for us, please stay on top

1 of this, my fear was that if I give you
2 something and I'm missing people that are
3 supposed to be sunsetting on your side of the
4 equation, does that expose us in some way?

5 But I feel a lot more comfortable about
6 where we are. And we certainly can do that,
7 yes.

8 MR. ECHEGOYEN:

9 Are we going back to doing things the way
10 they were until the new system is in place?
11 Are we all in agreement with that?

12 MR. RIVERS:

13 Do we need to make a motion on that or we
14 just need to do what it says?

15 MR. BLACHE:

16 You certainly can. I don't know that it
17 requires one.

18 MR. RIVERS:

19 I think we just need to do what this says
20 here.

21 MR. BLACHE:

22 The one thing that I think you need a
23 motion on is when you tell me to do something
24 because I work for you.

25 MR. RIVERS:

1 I think that just goes back to what our
2 rules state that we are to do, so I think
3 that's ...

4 MR. BLACHE:

5 No, that's not a problem. We can
6 certainly do that. We can endeavor to make
7 sure that within the, you know, within the
8 first week after this meeting that we've
9 gotten, like, expiring notices and things of
10 that nature taken care of because we can
11 dedicate staff to generating those kinds of
12 reports and making those contacts and pushing
13 those out.

14 We'd like to do that by making contact
15 and then PDF-ing them and emailing them so
16 that we know they got it rather than relying
17 on the mail to do it. Just, the mail does not
18 give me great comfort.

19 I sent a certified letter out in April to
20 200 and some odd companies saying, hello,
21 please give me your updated addresses, phone
22 numbers, and email addresses for my MailChimp
23 notices; and if your address or phone number
24 has changed, don't worry, we're not going to
25 fine you for it because that's unfineable too.

1 And in December and January, I was getting
2 responses to that certified mail. So it's
3 just not -- we have gotten real comfortable on
4 our side with the staff with the new office of
5 using the scanners and PDF'ing things.

6 So we'll print it here or if we can
7 export it as a PDF, whatever we've we got to
8 do, we'll get it. Now, we'll make direct
9 contact with you to make sure you got it. And
10 then if there's any question or concerns from
11 there, you know, we can roll forward from
12 that. I have no problem with that at all.

13 AUDIENCE MEMBER:

14 Will the 60-day notice letters on
15 renewals presume?

16 MR. BLACHE:

17 Not as letters, as emails.

18 AUDIENCE MEMBER:

19 To whom?

20 MR. BLACHE:

21 To whomever you want. We've been
22 reaching out and having that conversation. We
23 use typically the email address that's in the
24 guard tracking system, but I have a better
25 list for the MailChimp piece.

1 AUDIENCE MEMBER:

2 Okay.

3 MR. BLACHE:

4 So what we're doing is I've exported that
5 into it as an Excel file and we're relying on
6 those as the most updated emails. If we don't
7 have one, we make a phone call and we get
8 them. So we've done a lot of that lately is
9 getting updated email addresses as well.

10 MR. ROBINSON:

11 So are you saying that all the guards
12 need to have email?

13 MR. BLACHE:

14 Oh, no, that's -- going forward, they
15 will. They will not be able to get in the
16 system if they don't give us their valid email
17 address. Okay?

18 MR. ROBINSON:

19 I've got some older guards that --

20 MR. BLACHE:

21 They have emails.

22 MR. ROBINSON:

23 -- don't have --

24 AUDIENCE MEMBER:

25 If they've got an electronic device,

1 they've got email.

2 MR. BLACHE:

3 They got email.

4 MR. ROBINSON:

5 Some of them got flip phones and they
6 don't have that.

7 MR. BLACHE:

8 That's true. If Sharon's got email,
9 everybody's got email.

10 MR. RIVERS:

11 They'll have to use your email address.

12 MR. BLACHE:

13 We are on the -- most of -- I'll use DHH.
14 On that side, we have 20,000 practitioners and
15 they range all the way up to 73 years old and
16 every single one of them in the first year was
17 able to get into the system and get their
18 credential without a problem. They did --
19 some call and say, do I have to have an email
20 address to do this? And we were like, yeah,
21 you do.

22 And they did and they got in and they got
23 it done. And that was the only thing that we
24 ever received was emails from DHH, but they
25 worked. Good question, I think.

1 MR. WILLIAMS:

2 I think I'm -- any more questions? I
3 guess we can conclude that part.

4 MR. BLACHE:

5 Okay. Good. Thanks.

6 MR. WILLIAMS:

7 So we -- let's see, are we going to make
8 a motion to put something in place until
9 actual eLicensure is up and ready?

10 MS. FINCHUM:

11 We don't need a motion. That's one of
12 the --

13 MR. WILLIAMS:

14 Everything --

15 MR. BLACHE:

16 It's in the -- it's in the record.
17 You're good.

18 MR. WILLIAMS:

19 Okay. Good. Does that conclude -- do we
20 have any old business?

21 MS. LANDRY:

22 I think we do.

23 MR. RIVERS:

24 Yes.

25 MS. LANDRY:

1 I think we need to elect or appoint a
2 chair and a vice chair, so somebody needs to
3 nominate or ...

4 MR. WILLIAMS:

5 I nominate Ritchie Rivers for Chairman.

6 MR. ECHEGOYEN:

7 I second.

8 MR. BLACHE:

9 I just want to bring something up. At
10 one of the previous meetings, there was a vice
11 chair elected.

12 MR. WILLIAMS:

13 Yeah, she's elected.

14 MR. BLACHE:

15 Okay. Se we have a vice chair who is
16 serving in the pro tem's block?

17 MS. LANDRY:

18 Okay. You're right.

19 MR. BLACHE:

20 I don't know if you have any other
21 thoughts on that.

22 MS. AUCOIN:

23 Wait. Say that again. On which part?

24 MS. LANDRY:

25 On the vice chair.

1 MS. AUCOIN:

2 Y'all elected the vice chair.

3 MR. WILLIAMS:

4 Yeah.

5 MR. BLACHE:

6 Right.

7 MS. AUCOIN:

8 Permanent vice chair.

9 MS. LANDRY:

10 So we just need to do a chair.

11 MS. AUCOIN:

12 You would need to do a chair. And then,
13 I guess, presuming that the vice chair is
14 not -- if the vice chair became the chair, you
15 have to elect the vice chair. And if she --
16 if the vice chair does not become the
17 chairman, then you don't have to elect a vice
18 chair.

19 MS. LANDRY:

20 Okay.

21 MR. ROBINSON:

22 I think at the last meeting that that
23 came up, that we wouldn't do anything because
24 they wanted all the Board members to be here.

25 MR. WILLIAMS:

1 Actually, what was said at the last Board
2 meeting --

3 MR. ROBINSON:

4 Yeah.

5 MR. WILLIAMS:

6 -- was that we were going to do it when
7 we got the last Board member appointed. And
8 the last person, I think, was Misty. So we
9 actually have the last person appointed. So
10 we have a forum and we can go forward with
11 electing a chairman.

12 MR. ECHEGOYEN:

13 I don't sees any reason why we should
14 delay that.

15 MR. WILLIAMS:

16 Before, I think at the last Board
17 meeting, we didn't have all the Board members
18 and we needed one more appointed. It wasn't
19 that we didn't have one person not here. It
20 was just that we didn't have one appointed.

21 MR. RIVERS:

22 Yeah, the motion was in the prior meeting
23 that we would wait until we had a new Board
24 member appointed. And we have that now, so we
25 can move forward.

1 MR. ROBINSON:

2 So who is the vice chair?

3 MR. BLACHE:

4 Marian.

5 MR. WILLIAMS:

6 Marian is the vice chair.

7 MR. ROBINSON:

8 Okay.

9 MR. WILLIAMS:

10 And I just nominated Ritchie Rivers.

11 MS. LANDRY:

12 And I second that.

13 MR. WILLIAMS:

14 So all in favor? Who wants to vote
15 Ritchie Rivers as the chairman, say aye?

16 (AYES BY FIVE MEMBERS)

17 MR. WILLIAMS:

18 Okay. How many is that? That's one,
19 two, three, four, five. Okay. So we've got
20 five people for Ritchie Rivers. And is there
21 anybody else -- well, nobody else got the
22 numbers to say otherwise.

23 So I guess we make it official, Ritchie
24 Rivers is the chairperson, our new chairmen.
25 Congratulations, Ritchie.

1 MR. ECHEGOYEN:

2 Congratulations.

3 CHAIRMAN RIVERS:

4 I don't know. Sure, I accept.

5 MR. ROBINSON:

6 Marian is the vice chair?

7 MR. WILLIAMS:

8 Marian is still the vice chair.

9 MR. ROBINSON:

10 She's out ill today. I don't know if she
11 called.

12 MR. WILLIAMS:

13 She's feeling unwell today.

14 MR. ROBINSON:

15 Yeah.

16 MR. WILLIAMS:

17 So, Ritchie, as the chairman, you take it
18 from here.

19 CHAIRMAN RIVERS:

20 Thank you, Mark.

21 Do we have any other old business that we
22 need to discuss?

23 MR. WILLIAMS:

24 Anything, I think anything from this
25 point, I would like to -- sorry, Mr. Chairman,

1 is it something that we need to go into
2 executive session about or anything like that?
3 I would rather we did.

4 CHAIRMAN RIVERS:

5 Is there something that y'all want to go
6 into executive session about?

7 MR. WILLIAMS:

8 Yeah, I do. I do. I'd like to make a
9 motion that we go into executive session.

10 CHAIRMAN RIVERS:

11 Mr. Williams has made a motion to go into
12 executive session. Do we have a second on
13 that motion?

14 MR. ECHEGOYEN:

15 I second.

16 CHAIRMAN RIVERS:

17 All in favor?

18 (AYES BY ALL)

19 (WHEREUPON, THE MEETING WENT INTO EXECUTIVE SESSION

20 AT 11:42 A.M.)

21 (PAGE 151, LINE 23 THROUGH PAGE 241, LINE 15 ON

22 SEPARATE COVER)

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(WHEREUPON, THE MEETING CAME OUT OF EXECUTIVE
SESSION)

CHAIRMAN RIVERS:

All right. Is there any new business?

1 MR. ROBINSON:

2 No.

3 MR. BLACHE:

4 I don't have any.

5 CHAIRMAN RIVERS:

6 As we discussed earlier, we talked
7 earlier about a date for our next meeting.

8 MR. BLACHE:

9 Oh, yes.

10 CHAIRMAN RIVERS:

11 You determine a date?

12 MR. BLACHE:

13 Let's take a look.

14 CHAIRMAN RIVERS:

15 We need to talk about a meeting in a
16 month.

17 MR. BLACHE:

18 In a month.

19 CHAIRMAN RIVERS:

20 That's right.

21 MS. LANDRY:

22 When you say you want to meet in a month,
23 did you want to make that an official meeting
24 or just to appoint committees?

25 CHAIRMAN RIVERS:

1 Are there rules on that?

2 MR. BLACHE:

3 I don't believe. If you're doing
4 committee work --

5 MS. AUCOIN:

6 There's rules and I have to find the
7 exact number about how many of y'all have to
8 be present in order for it to be like a public
9 committee meeting. I think there's a way for
10 you to have committee meetings that are not
11 public if you have a certain small number.

12 MR. ROBINSON:

13 Oh, yeah.

14 CHAIRMAN RIVERS:

15 I think if you have a quorum, you have to
16 have an official meeting.

17 MR. ROBINSON:

18 Okay. I think he wants to just have a
19 meeting where we can do committees --

20 CHAIRMAN RIVERS:

21 Right.

22 MR. ROBINSON:

23 -- and not the general public.

24 CHAIRMAN RIVERS:

25 Right.

1 MS. AUCOIN:

2 If I recall correctly with the previous
3 Board, I think a couple of boards ago, however
4 it worked out, which we had legislation, they
5 did form some small committees for certain
6 things, like when they hired Fabian, who met
7 beforehand. So it just has to do with a
8 number of members.

9 CHAIRMAN RIVERS:

10 What we'd like to do is form some
11 committees, let all the committees meet, and
12 then come together as a group again, I guess,
13 with the full Board.

14 MS. AUCOIN:

15 Yeah.

16 CHAIRMAN RIVERS:

17 So I think in that, we would have to --

18 MS. AUCOIN:

19 Yes.

20 MR. BLACHE:

21 You're talking about picking a date for
22 the next quarterly board meeting first, which
23 will be in September?

24 MR. ROBINSON:

25 September?

1 CHAIRMAN RIVERS:

2 Does Wednesdays work well for everyone?

3 MR. ECHEGOYEN:

4 This Wednesday?

5 MS. FINCHUM:

6 No, Wednesday does not work well for me.

7 MR. BLACHE:

8 Wednesdays for the quarterly board
9 meeting?

10 MS. FINCHUM:

11 I'm just saying Thursdays or Fridays are
12 better.

13 CHAIRMAN RIVERS:

14 Let's do Thursday. Which date did you
15 pick in September?

16 What are you good for?

17 MS. LANDRY:

18 You know, I do have something going on.
19 And we have to remember, as this falls -- is
20 September when we're going to meet again?

21 CHAIRMAN RIVERS:

22 That would be the quarterly board
23 meeting.

24 MS. LANDRY:

25 Okay. Remember, ASIS falls in September

1 also, I think. So you might want to make sure
2 you don't make the meeting at the same time as
3 ASIS.

4 CHAIRMAN RIVERS:

5 Do we have the dates on that?

6 MR. BLACHE:

7 I'll get them for you right now.

8 MS. LANDRY:

9 Because I know several of us might -- I
10 don't know who goes to the ASIS.

11 MR. ECHEGOYEN:

12 You said September 13th?

13 CHAIRMAN RIVERS:

14 We're going to check those dates.

15 MR. BLACHE:

16 I'm looking at it now, September 25th
17 through September 28th.

18 CHAIRMAN RIVERS:

19 How is September 14th for everyone?

20 MR. ROBINSON:

21 Not good.

22 CHAIRMAN RIVERS:

23 Oh, you said that's when you're not good.

24 Does the 21st work for everyone? Wait. What

25 did you say the dates were?

1 MR. BLACHE:

2 Oh, I'm sorry. They're the 25th through
3 28th.

4 CHAIRMAN RIVERS:

5 Okay. So the 21st would be prior. Does
6 the 21st work for everybody?

7 MS. LANDRY:

8 I'm checking. I do have another meeting.
9 I have an out of state meeting. The 21st
10 works good. What is ASIS?

11 CHAIRMAN RIVERS:

12 The following week.

13 MR. BLACHE:

14 The 25th through 28th.

15 MS. LANDRY:

16 Okay. Yeah, at the beginning of -- what
17 was the date you said?

18 CHAIRMAN RIVERS:

19 Twenty-first.

20 MS. LANDRY:

21 I'm fine.

22 CHAIRMAN RIVERS:

23 All right. So let's select the 21st.

24 MR. BLACHE:

25 So 9/21 is what we settle on?

1 CHAIRMAN RIVERS:

2 Yes. All right. And the meeting in
3 July, we want to do it, I guess, towards the
4 end of the month so that will give us a full
5 month to look in on these things. Does the
6 27th work okay for everybody?

7 MS. LANDRY:

8 I think that's good for me.

9 MR. ECHEGOYEN:

10 July 27th?

11 MR. WILLIAMS:

12 Can we do it that Wednesday, the 26th?

13 CHAIRMAN RIVERS:

14 The 26th? Are you good that Wednesday?
15 Did that work?

16 MS. LANDRY:

17 Ritchie, did you want to meet here?

18 CHAIRMAN RIVERS:

19 Yes. We'll have that meeting here.

20 MS. LANDRY:

21 Okay.

22 CHAIRMAN RIVERS:

23 All right. July 26th, same time, 9:30.

24 Okay. Any questions from the public?

25 MR. ROBINSON:

1 Need a move for adjournment?

2 MS. LANDRY:

3 Somebody made a motion for adjournment?

4 MR. ROBINSON:

5 Yeah, I did.

6 MS. LANDRY:

7 Okay. I'll second it.

8 (WHEREUPON THE MEETING ADJOURNED)

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1 R E P O R T E R ' S C E R T I F I C A T E

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